Email User Manual

[Outlook Web App 2013]

Central Information Systems Division
March 2014

Table of Contents

1. To Login 4
2. To Logout 5
3. Change Password 5
4. Email Messaging 6
4.1 Create a New Mail 6
4.2 To Save Mail as Draft 7
4.3 To Continue Writing a Mail Previously Saved as Draft 7
4.4 To Add Attachment 8
4.5 Set Importance : High , Normal, Low 9
4.6 To Reply, Reply All and Forward 9
4.7 Mark a Mail as Unread 11
4.8 Flags and Reminders 11
4.8.1 Flag an Item 11
4.8.2 Knowing More about Flags 11
4.9 Printing an Email 12
4.10 Viewing and Searching Messages 12
4.10.1 Sorting Email by Message Type 12
4.10.2 Searching 13
5. Option 14
5.1 Date and Time Settings 14
5.2 Organise Mail 15
5.2.1 Inbox Rules 15
5.2.2 Automatic Replies 18

5.3 Settings 21
5.3.1 Delivery Report 21
5.3.2 Display Settings 22
5.3.3 Conversations 23
5.3.4 Change OWA version 24
5.3.5 Email Signature 24
5.3.6 Message Format 25
5.3.7 Message Option 26
5.3.8 Read Receipts 26
6. Calendar 28
6.1 Add New Event 28
6.2 To Share Calendar 32
7. Theme 34
8. Contacts 35
8.1 Creating a New Contact 35
8.2 Edit a Contact 36
8.3 Creating a Group 36
9. Folders 38
9.1 Create a New Mail Folder 38
9.2 Create a New Calendar Folder 39
9.3 Create a New Contacts Folder 39
9.4 Create a New Tasks Folder 40
9.5 Delete a Folder 40
9.6 Rename a Folder 41
9.7 Move a Folder 41

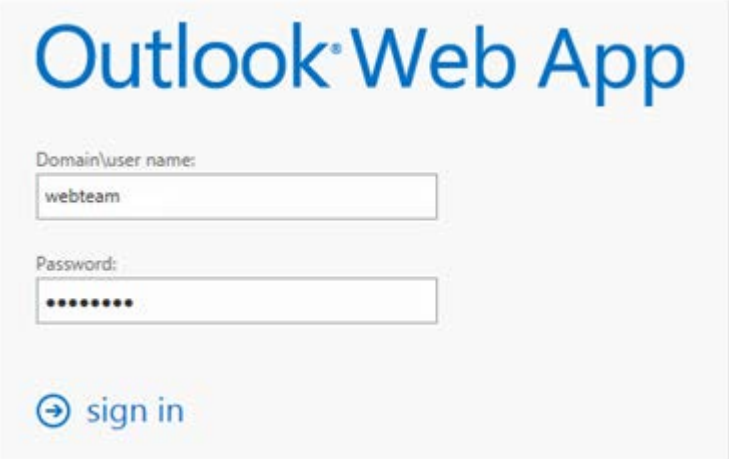
9.7.1 By dragging.....41

9.7.2 By using the right-click menu.....41

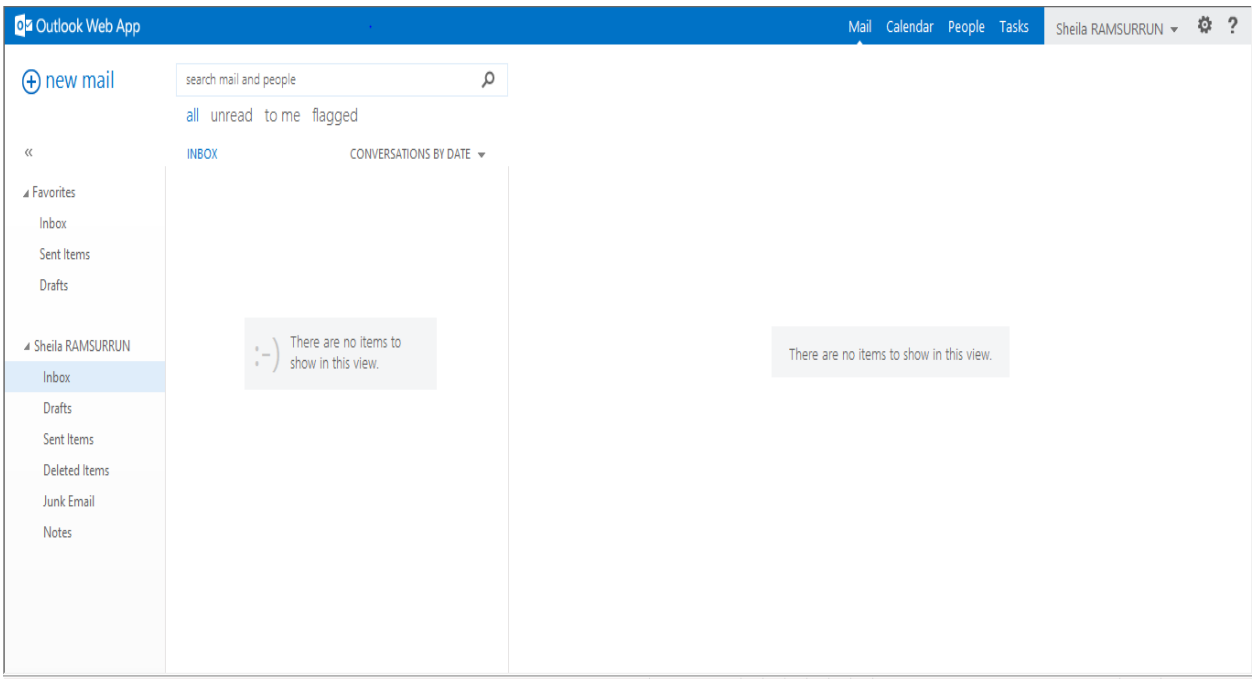
1. To Login

Go to https://mail.gov-mu.org

Enter your username: username and password

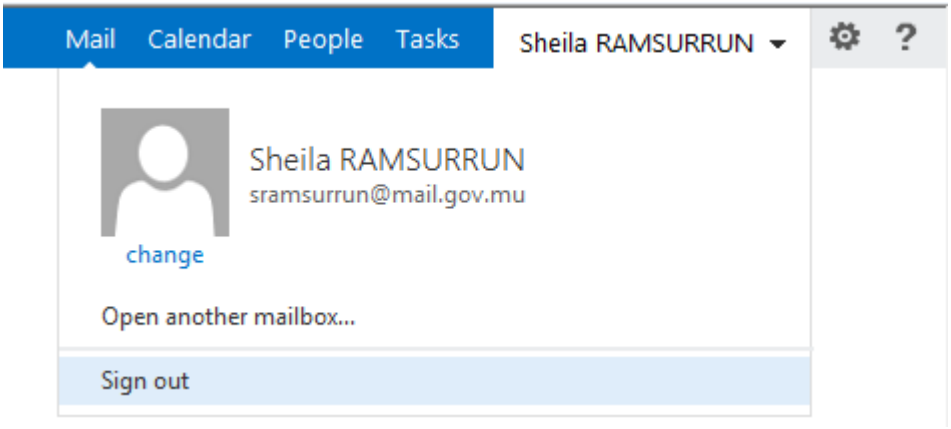


Your mailbox will be shown



2. To Logout

On the top right hand corner click on your name and select Sign out from the drop down.

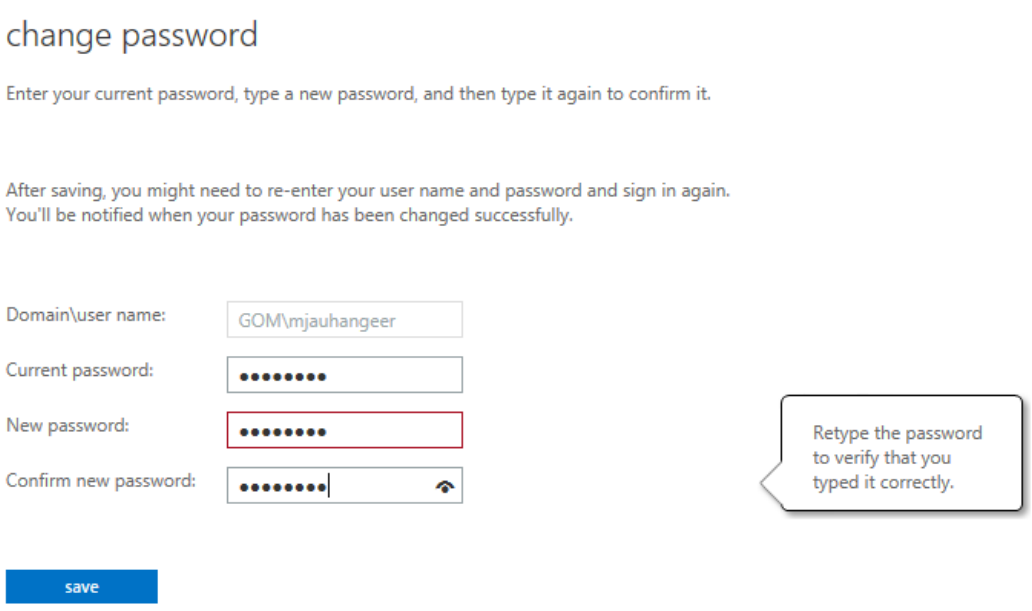


3. Change Password

1. On the top right hand corner click on settings - Change password

2. Type your current password

3. Type your new password and confirm the new password


change password
Enter your current password, type a new password, and then type it again to confirm it.
After saving, you might need to re-enter your user name and password and sign in again.
You'll be notified when your password has been changed successfully.
Domain\user name:
GOM\mjauhangeer
Current password:
New password:
Confirm new password:
Retype the password to verify that you typed it correctly.
save

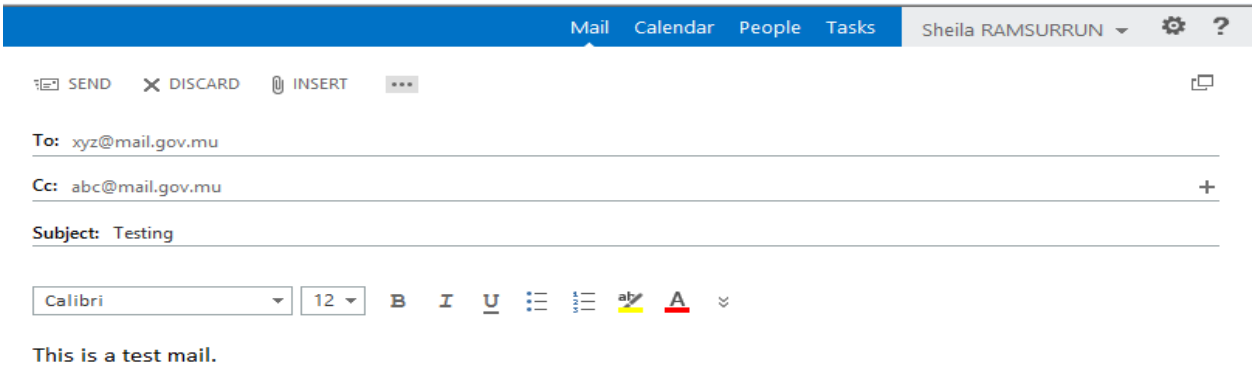
4. Click on the “save” button.

4. Email Messaging

4.1 Create a New Mail

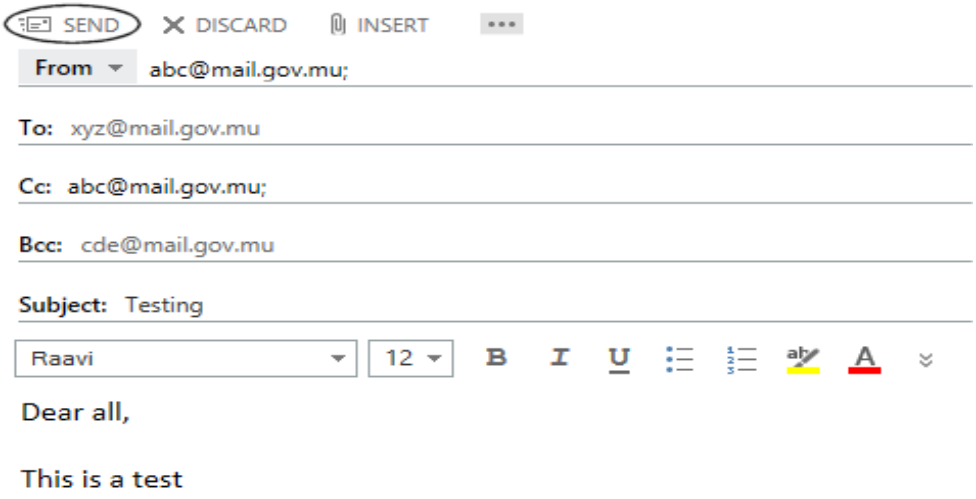
Click on **new mail found** on the top left hand corner.

Type the recipient details and subject



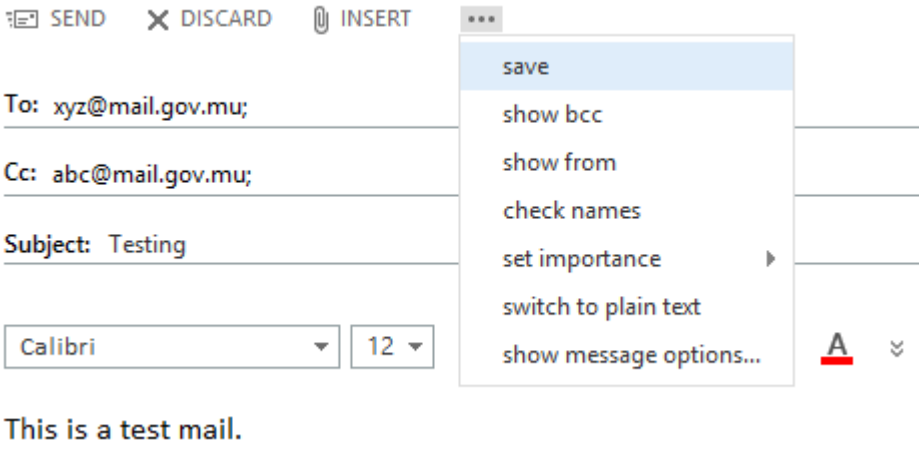
Type your message in the body

Click on send to send the message



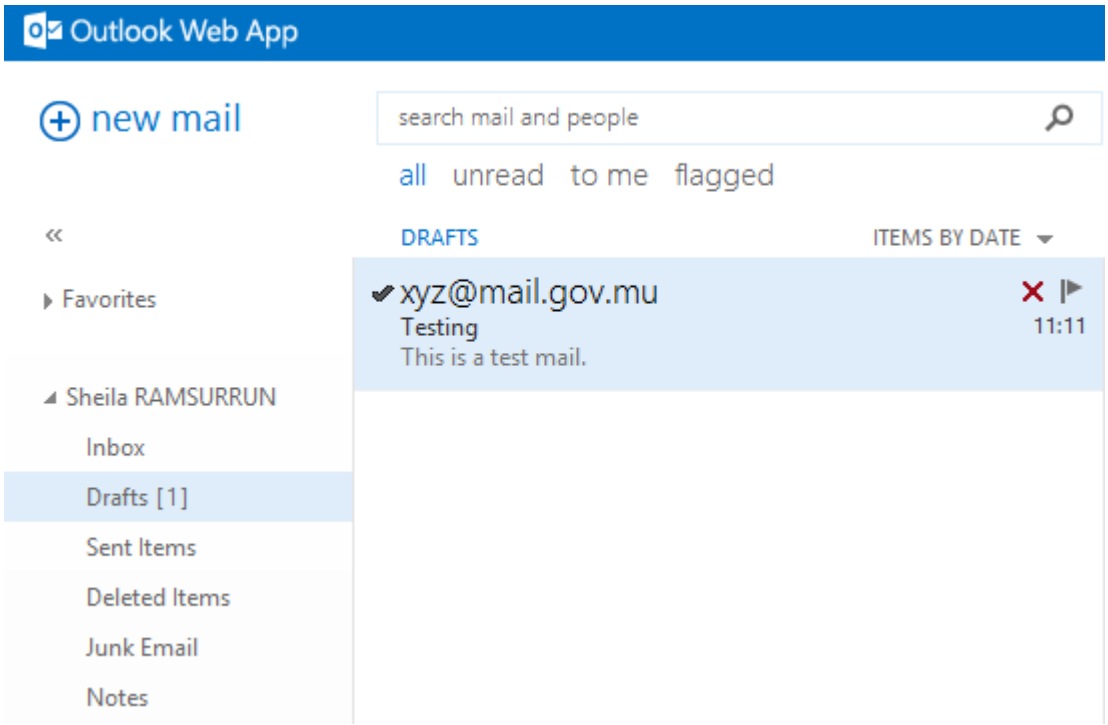
4.2 To Save Mail as Draft

Click on ••• and then click on Save

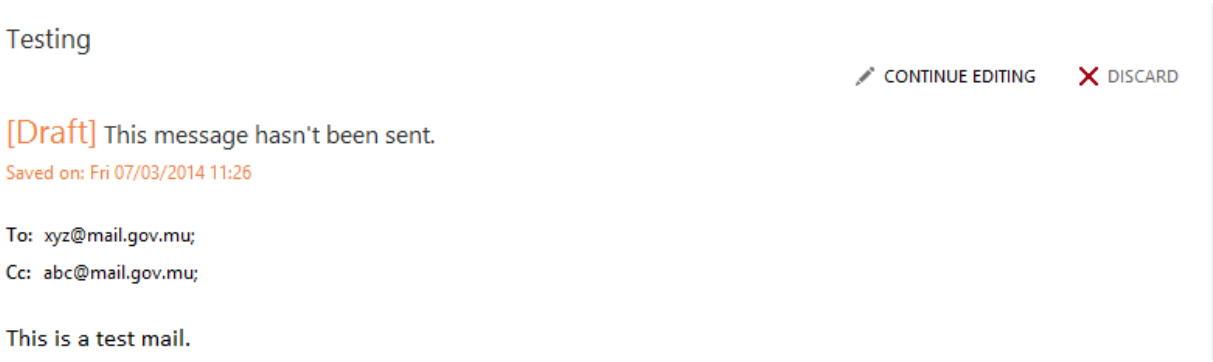


4.3 To Continue Writing a Mail Previously Saved as Draft

Click on the "Drafts" folder found on the panel on the right hand side and click on the mail to open it.

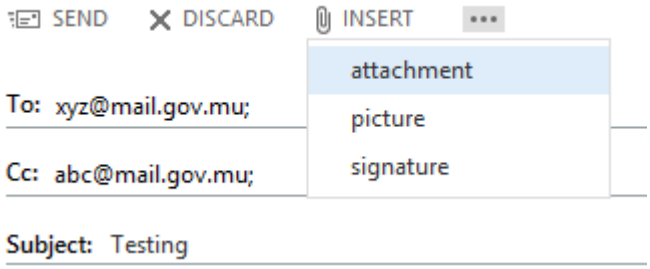


Click on Continue editing to continue writing

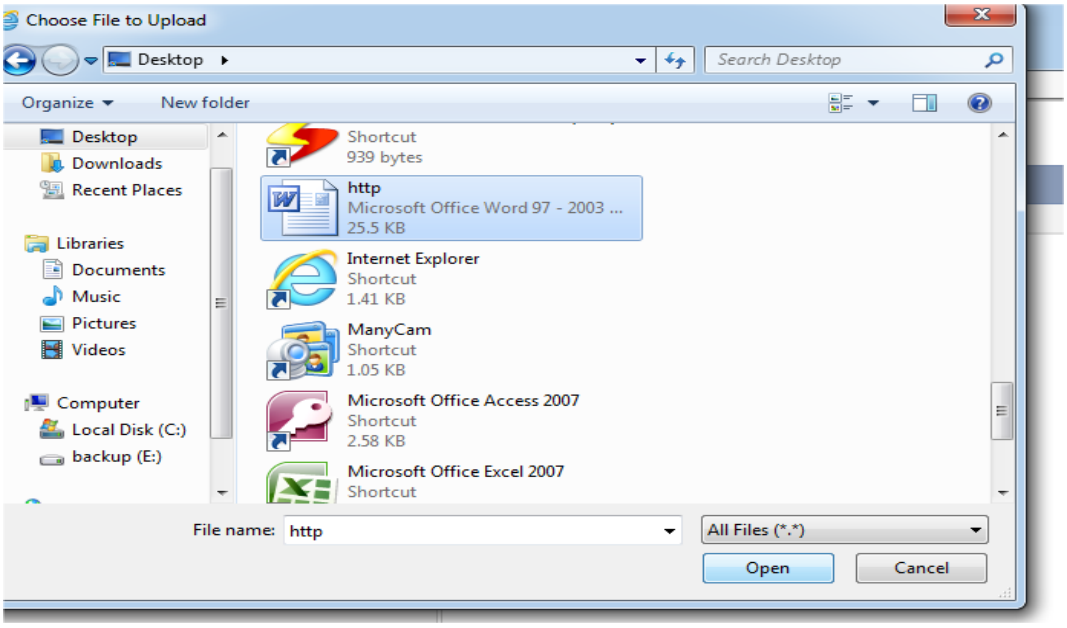


4.4 To Add Attachment

Click on INSERT and select attachment from the drop down

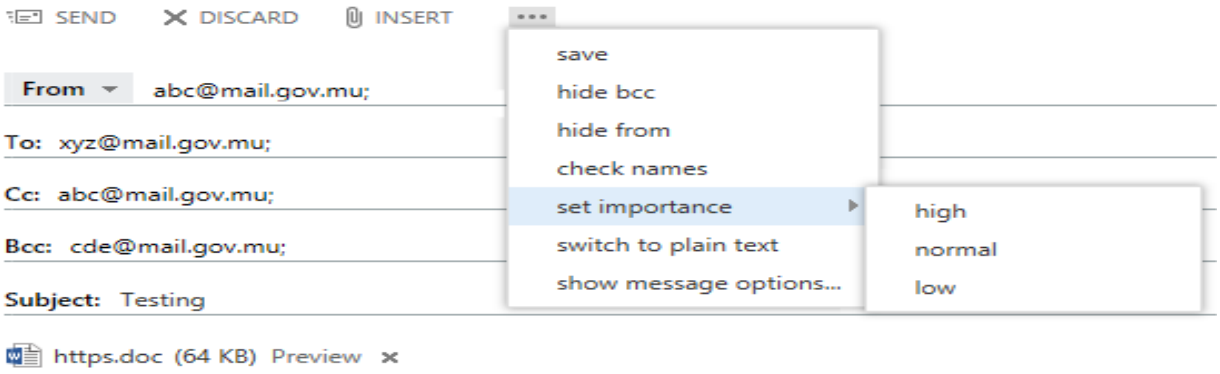


Browse the file and click open



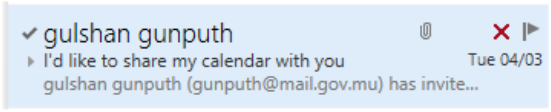
The file is attached

4.5 Set Importance : High , Normal, Low

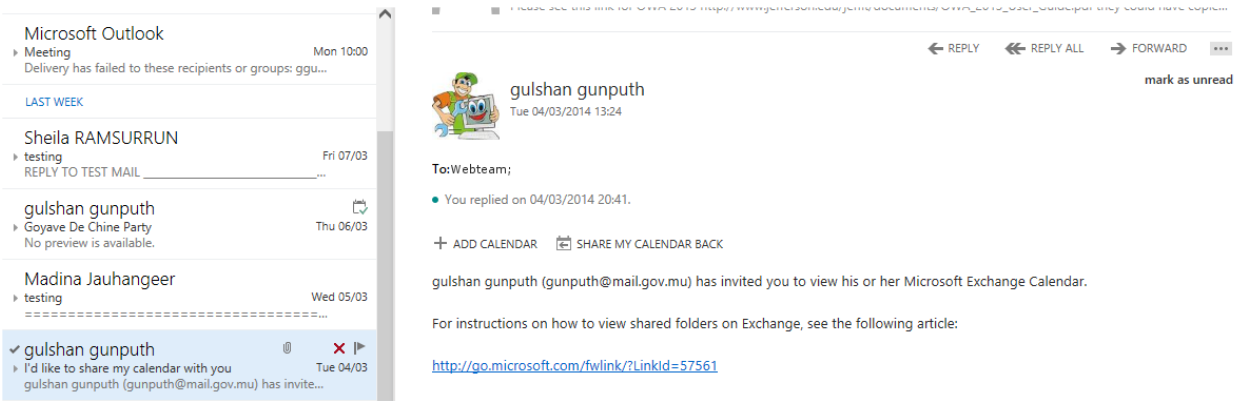


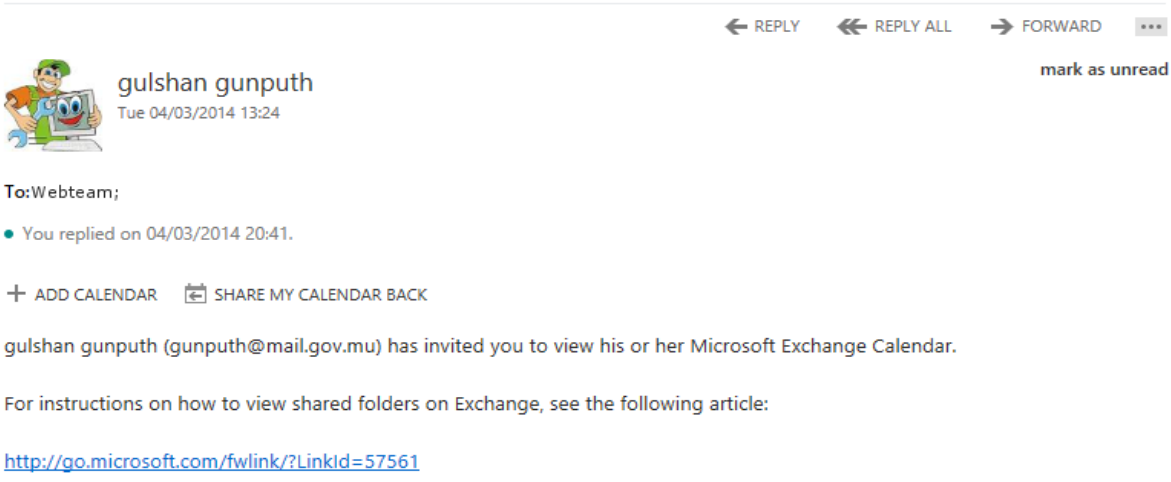
4.6 To Reply, Reply All and Forward

Select an email from Inbox and click it so that the check box is ticked.



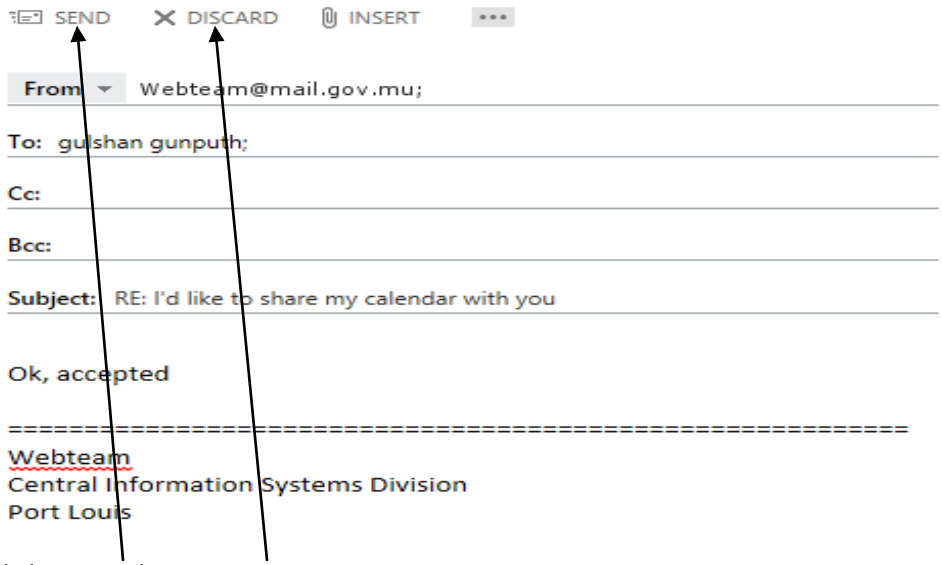
The message will be displayed on the right hand side.




REPLY
REPLY ALL
FORWARD
mark as unread
gulshan gunputh
Tue 04/03/2014 13:24
To:Webteam;
You replied on 04/03/2014 20:41.
ADD CALENDAR
SHARE MY CALENDAR BACK
gulshan gunputh (gunputh@mail.gov.mu) has invited you to view his or her Microsoft Exchange Calendar.
For instructions on how to view shared folders on Exchange, see the following article:
http://go.microsoft.com/fwlink/?LinkId=57561

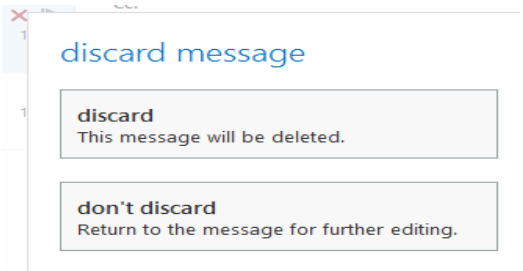
Click **REPLY**, **REPLY ALL** or **FORWARD.**

Type your reply



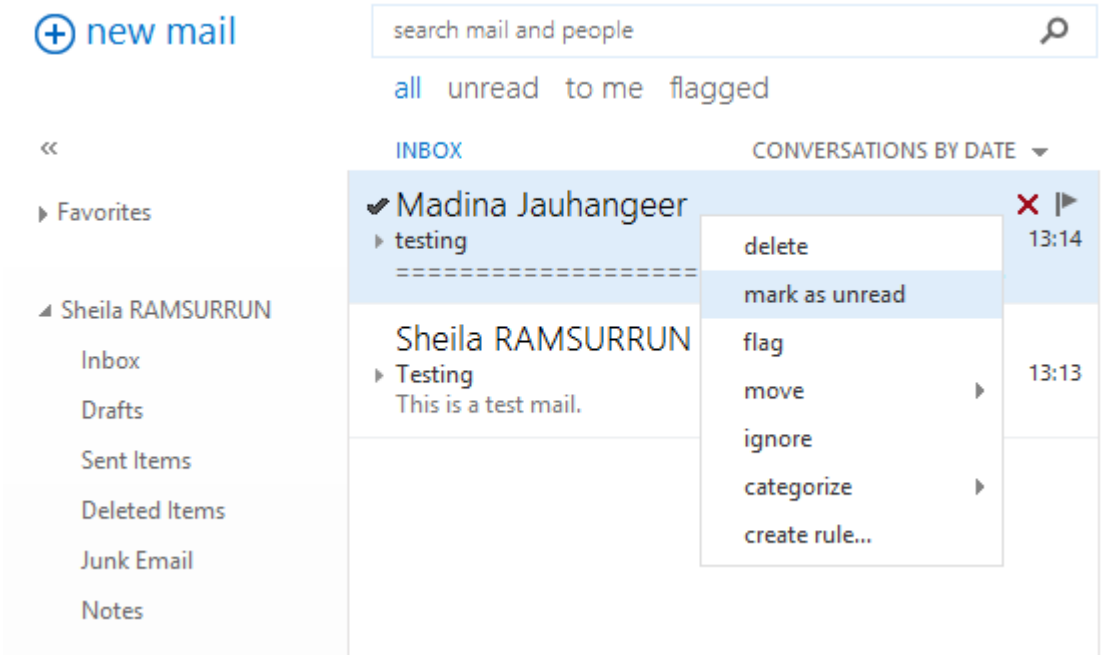
Click on Send or DISCARD THE REPLY

If “discard” is clicked then a confirmation message is displayed



4.7 Mark a Mail as Unread

Right Click on the message and click on Mark as Unread

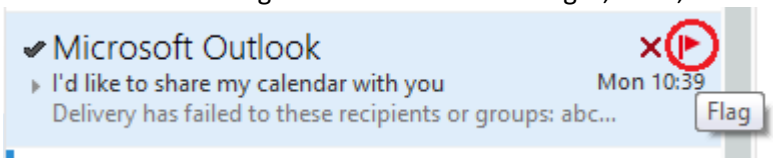


4.8 Flags and Reminders

You can use flags to remind yourself to follow up on specific items in your mailbox.

4.8.1 Flag an Item

To add the default flag in the list view of messages, tasks, or contacts, click “Flag”.

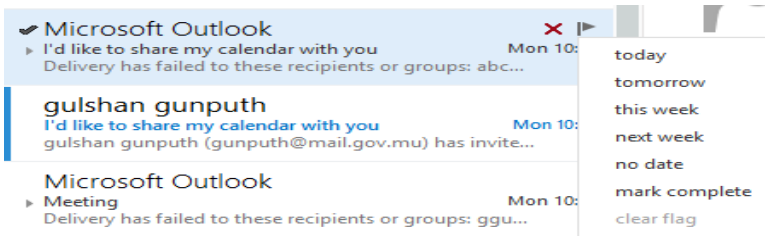

Microsoft Outlook
I'd like to share my calendar with you
Mon 10:39
Delivery has failed to these recipients or groups: abc...
Flag

Flagged items are added to your **Tasks** folder.

4.8.2 Knowing More about Flags

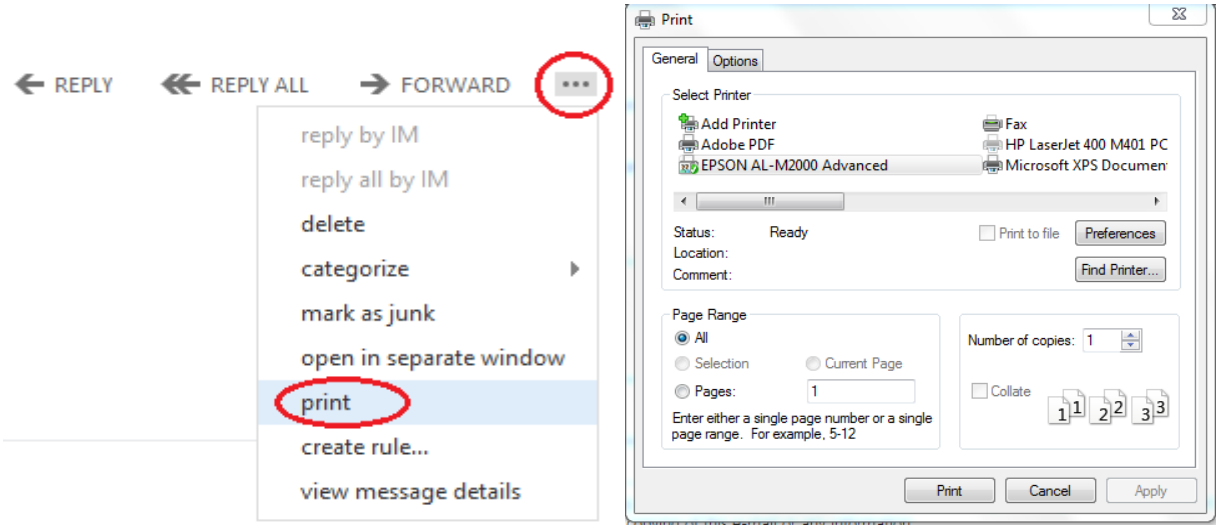
Right-clicking “Flag” also lets you change or remove a flag and set a date reminder for the flag.

- Right-click “Flag”, to select one of five preconfigured reminder flags.



4.9 Printing an Email

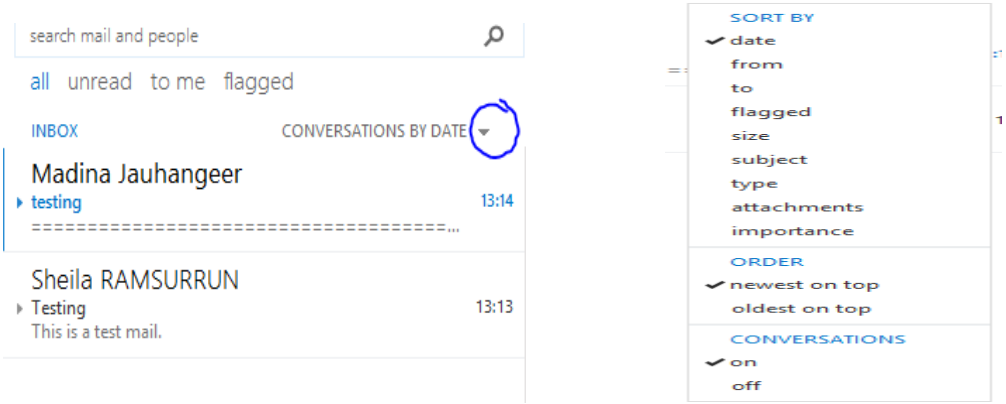
To print an email, double-click the email so it is opens in its own window. Click the printer icon at the top of the opened window and select the printer you wish to print to.



4.10 Viewing and Searching Messages

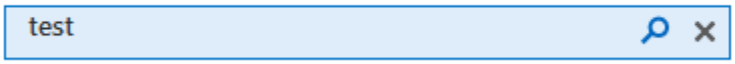
4.10.1 Sorting Email by Message Type

Click on the dropdown to change your sorting and grouping preference.

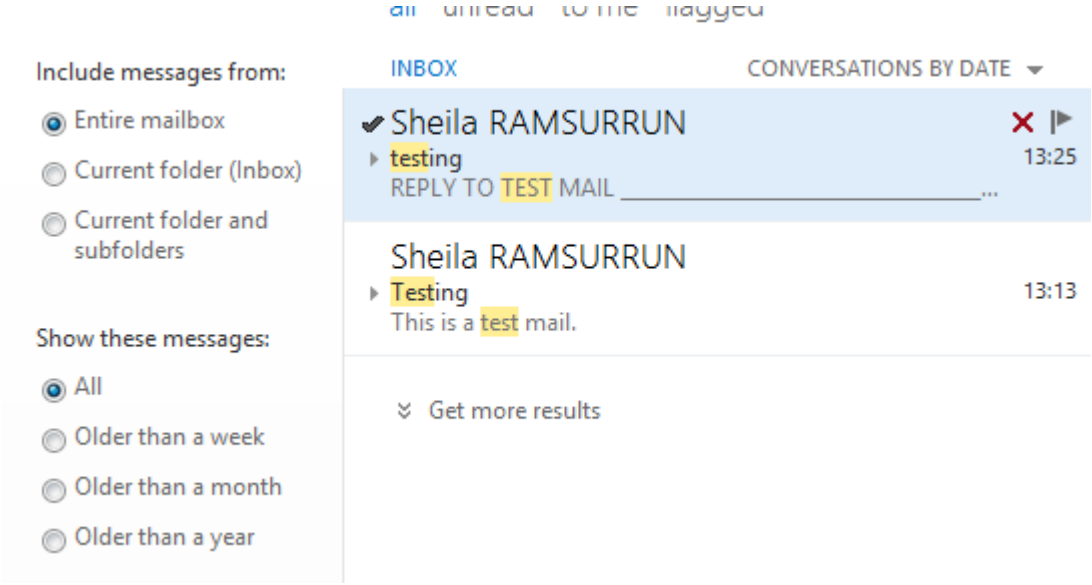


4.10.2 Searching

Enter the word (e.g. *test*) and click .

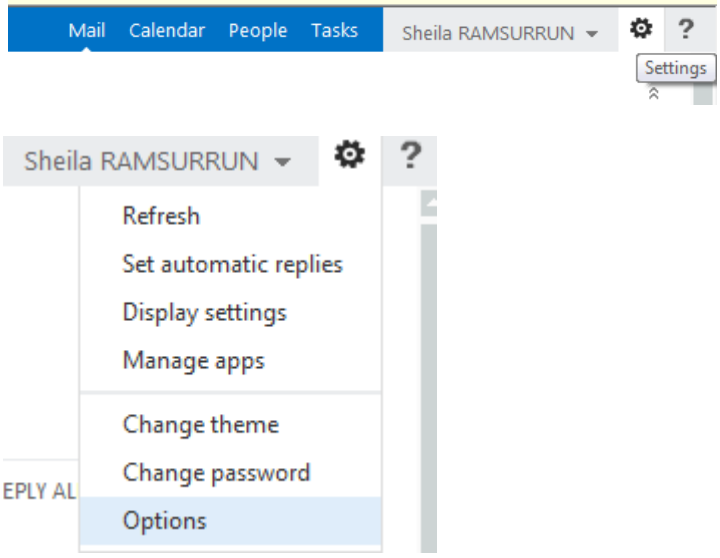


The email containing the word “test” is displayed



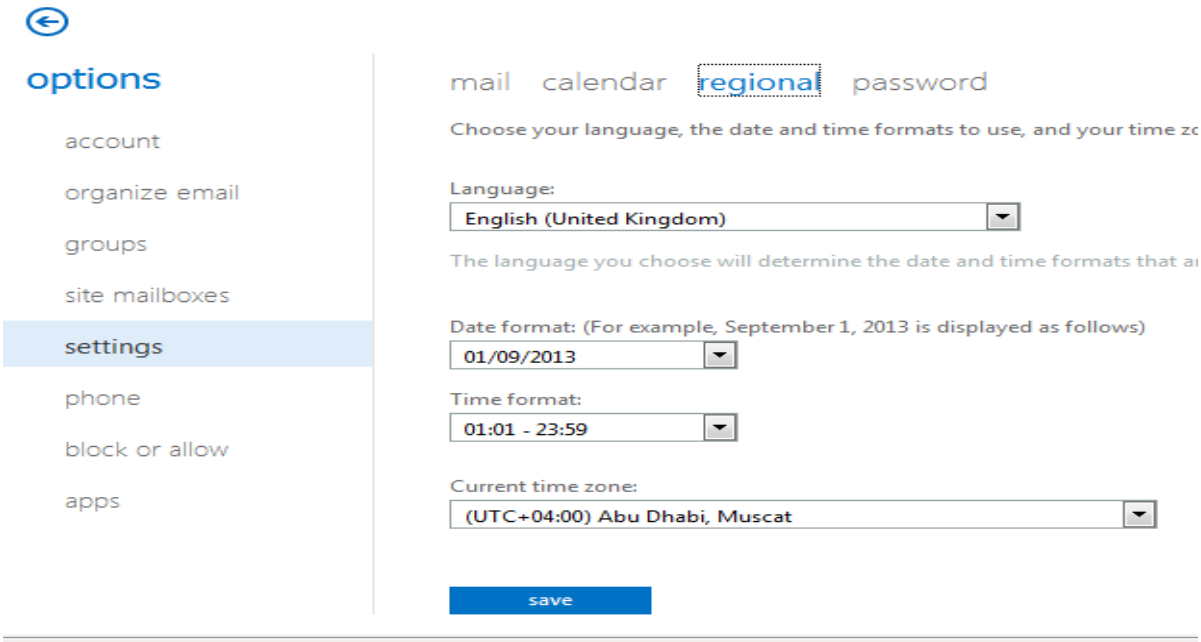
5. Option

Click Settings on the top right corner. Then click on Options



5.1 Date and Time Settings

Click on Settings on the panel on the left hand side and then click on regional to change date and time format

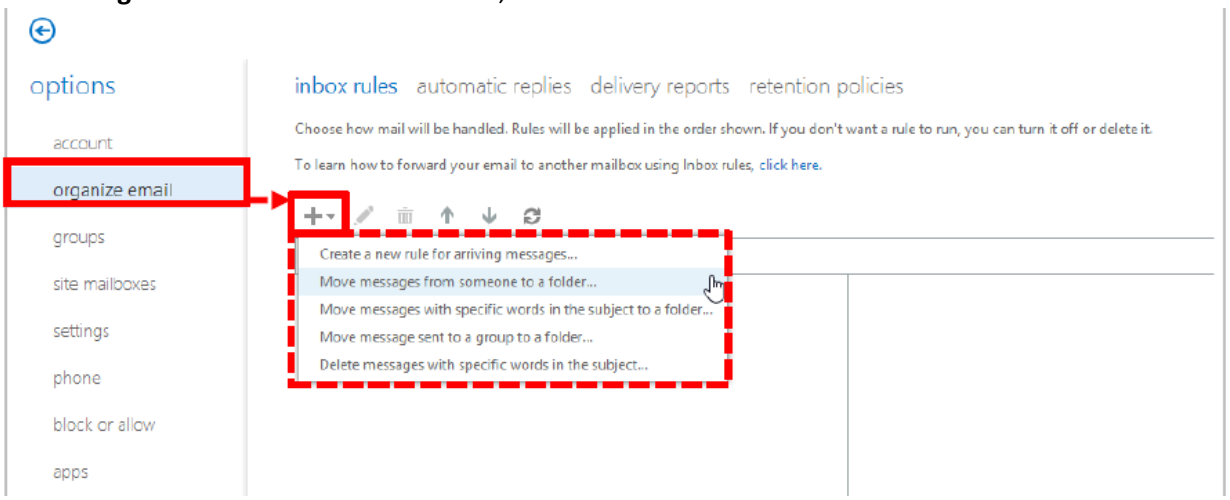


Click on save to save your changes

5.2 Organise Mail

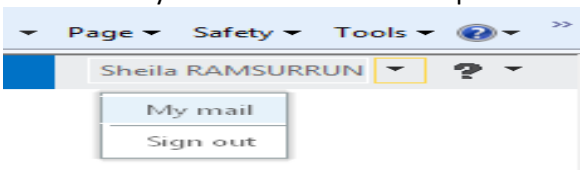
5.2.1 Inbox Rules

Click on **organize email**. Under **inbox rules**, click arrow.


options
account
organize email
groups
site mailboxes
settings
phone
block or allow
apps
inbox rules
automatic replies
delivery reports
retention policies
Choose how mail will be handled. Rules will be applied in the order shown. If you don't want a rule to run, you can turn it off or delete it.
To learn how to forward your email to another mailbox using Inbox rules, click here.
Create a new rule for arriving messages...
Move messages from someone to a folder...
Move messages with specific words in the subject to a folder...
Move message sent to a group to a folder...
Delete messages with specific words in the subject...

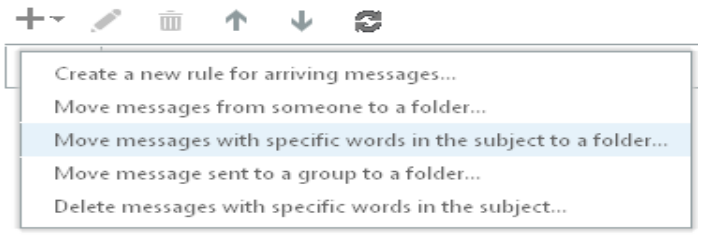
You could click some preset rule as listed shown as follows to manage your email
a. Create a new rule for arriving messages
b. Move messages from someone to a folder
c. Move messages with specific words in the subject to a folder
d. Move messages sent to a group to a folder
e. Delete messages with specific words in the subject

To return to your mail click on the drop down next to your name and then click on My mail

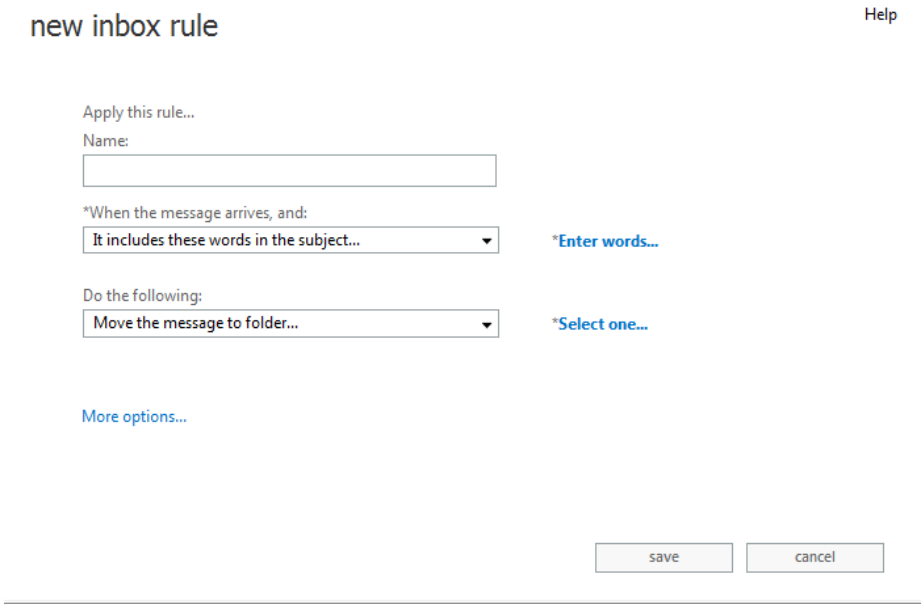


In this guide, we will show you how to create a rule that automatically move an email message with a word ***Advertisement*** in the subject line to a folder called **IGNORE**.

1. Click “Move messages with specific words in the subject to a folder” under “Inbox Rules”.

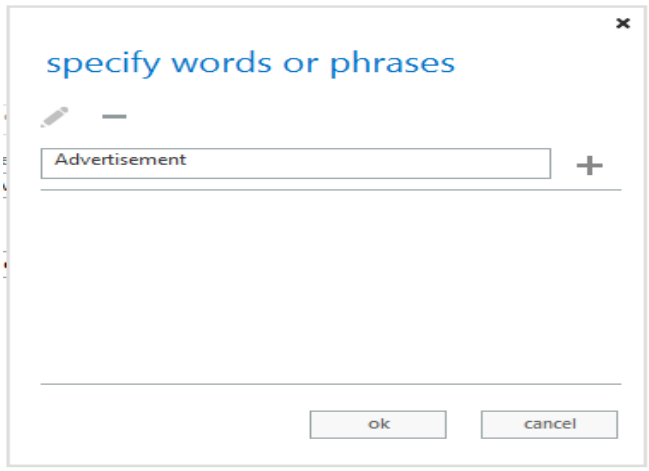

Create a new rule for arriving messages...
Move messages from someone to a folder...
Move messages with specific words in the subject to a folder...
Move message sent to a group to a folder...
Delete messages with specific words in the subject...

2. A new inbox rule window will be popped up then.



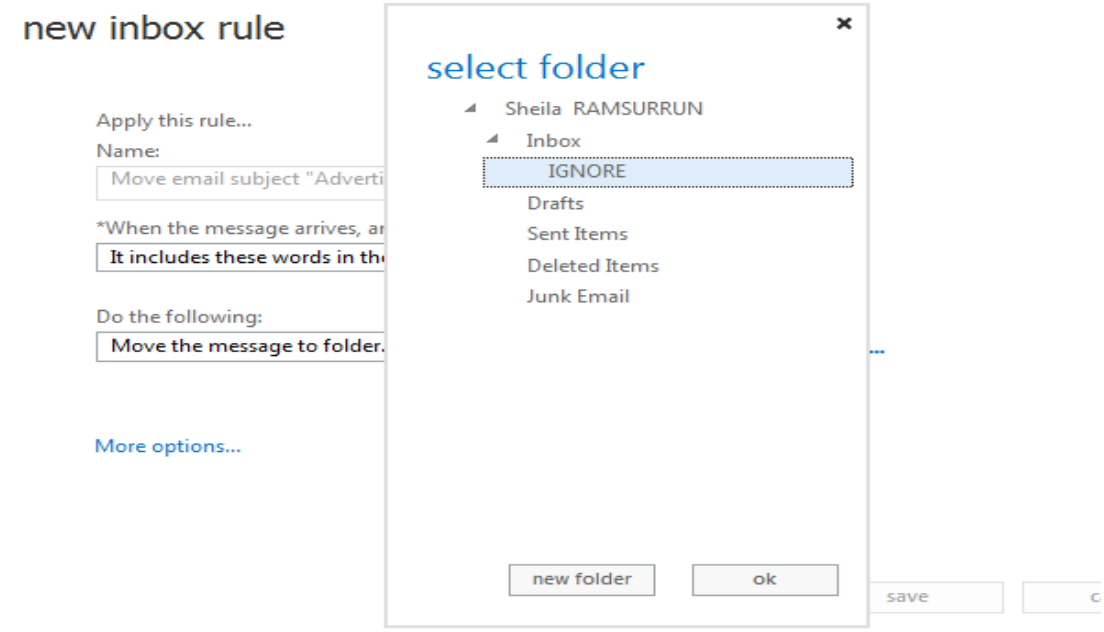
3. Enter a name for the rule from the new inbox rule window
e.g. *Move email subject "Advertisement" to folder "IGNORE*

4. Click on *Enter words... and type in the word “advertisement” in the window which pops up.



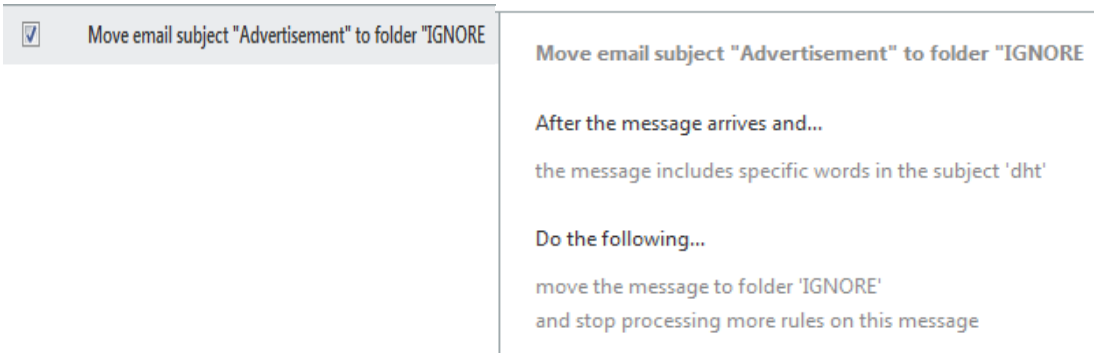
Click on + , then on “ok”.

5. Click on *Select one... . Then Click on Inbox > new folder > and then type in the name of the new folder. (In this case: IGNORE).

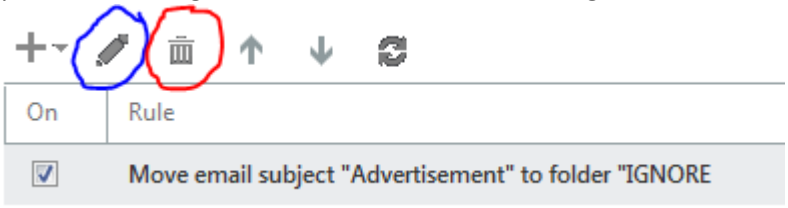


Click on “ok” then click on “save”.

6. The rule is then added to the list. Click it to view the detail shown at the right pane.


Move email subject "Advertisement" to folder "IGNORE
Move email subject "Advertisement" to folder "IGNORE
After the message arrives and...
the message includes specific words in the subject 'dht'
Do the following...
move the message to folder 'IGNORE'
and stop processing more rules on this message

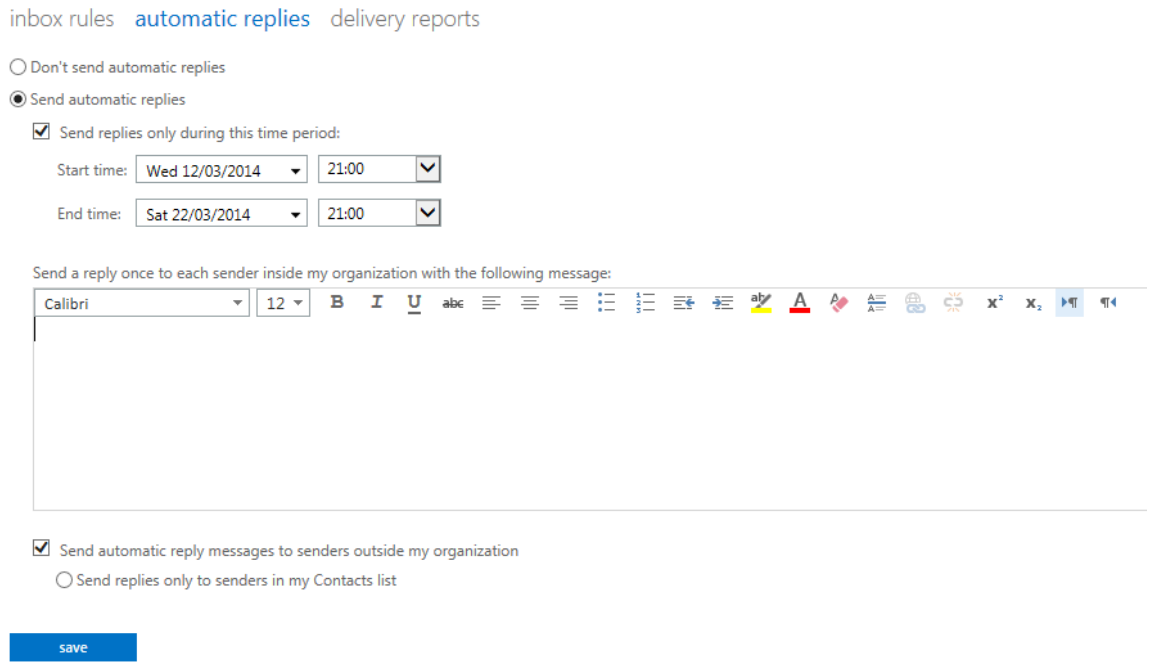
7. A rule can be editted or deleted. Select the rule by checking the check box. Click on the pencil for editing and on the bin iocon for deleting.

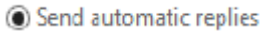


5.2.2 Automatic Replies

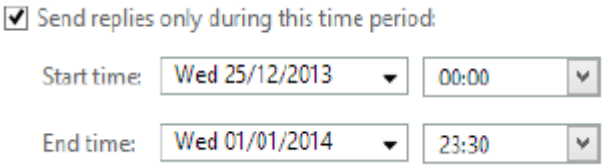
Your email account could reply an email automatically to sender when an email sent to you within a preset time period.

1. Click on Organise email and then on “set automatic replies”. The **Automatic Replies** section will be shown then.

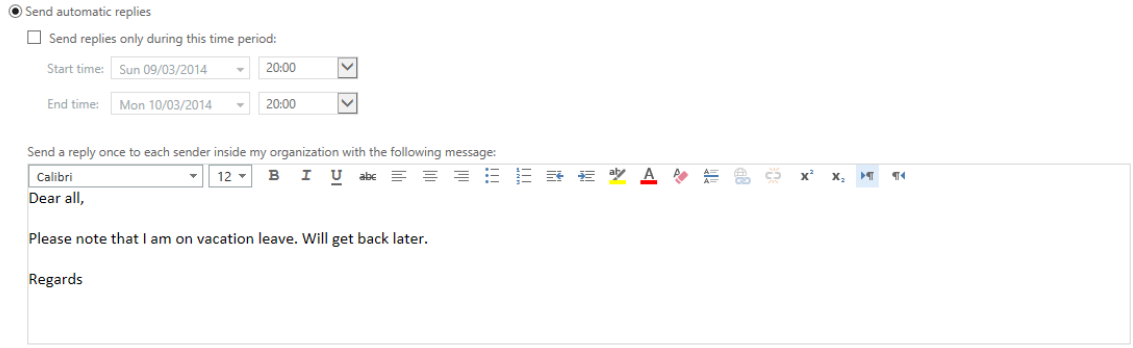


2. Click on 

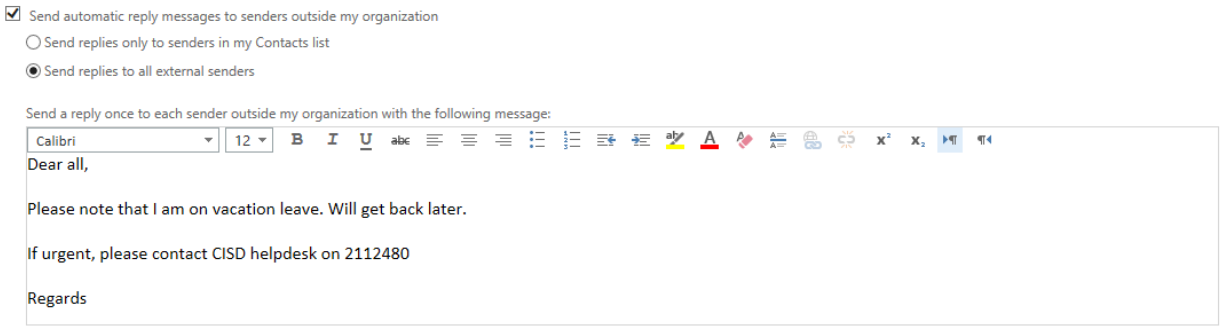
3. Check "Send replies only during this time period" and select time period.



4. Enter the message you would like to send to each sender *inside your organization*



5. Select the "Send automatic reply messages to senders outside my organization" this will enable to selection for senders only in your contact list or to all senders
the


Send automatic reply messages to senders outside my organization
Send replies only to senders in my Contacts list
Send replies to all external senders
Send a reply once to each sender outside my organization with the following message:
Calibri
12
Dear all,
Please note that I am on vacation leave. Will get back later.
If urgent, please contact CISD helpdesk on 2112480
Regards

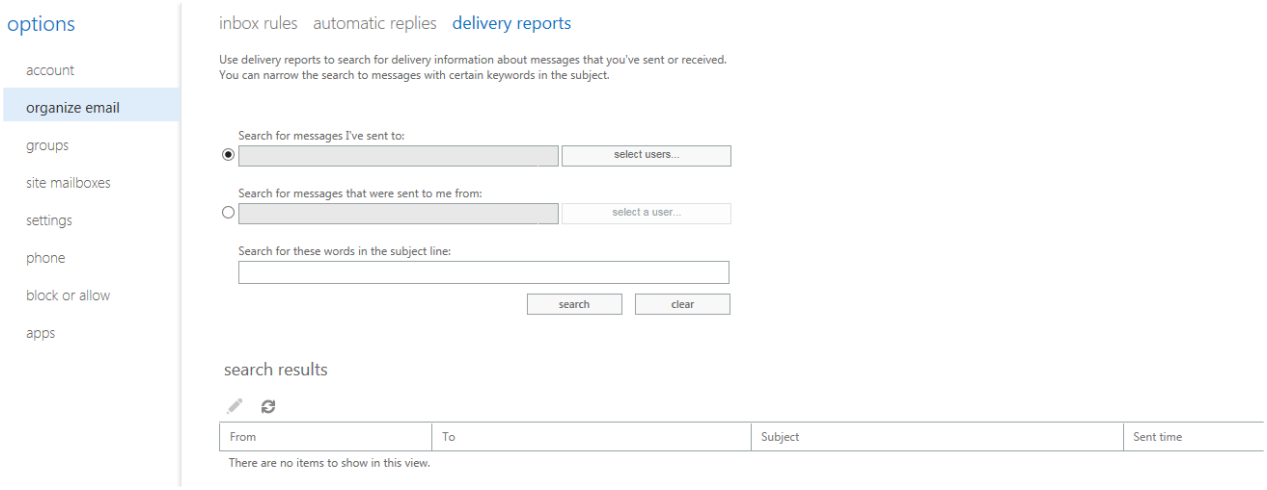
6. Click on Save to save the automatic reply.

5.3 Settings

5.3.1 Delivery Report

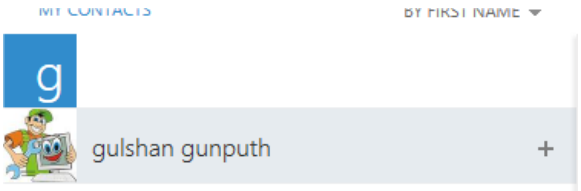
Use delivery reports to search for delivery information about messages that you've sent or received. You can narrow the search to messages with certain keywords in the subject.

Go to Organise email – delivery reports

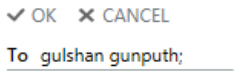


Click on select users

You will have a list of all email users you send mail in your contact list



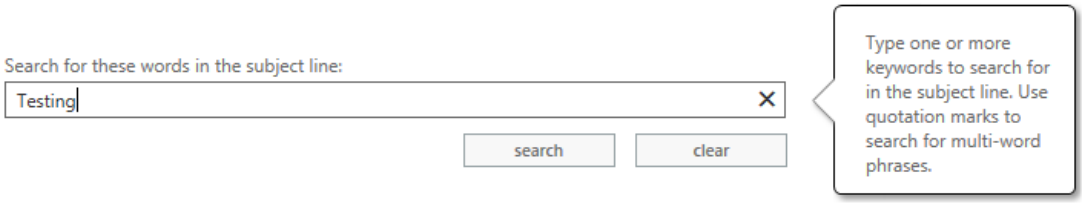
Click on the PLUS sign to activate the ok option



Click on OK

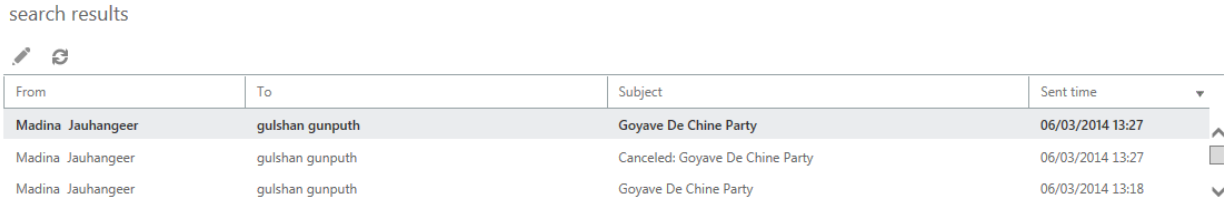
Select the second option to search senders messages

You may also type a specific word eg testing


Search for these words in the subject line:
Testing
search
clear
Type one or more keywords to search for in the subject line. Use quotation marks to search for multi-word phrases.

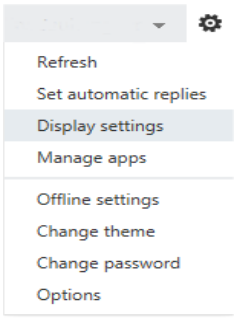
Click on search

The results will be displayed in the search result segment



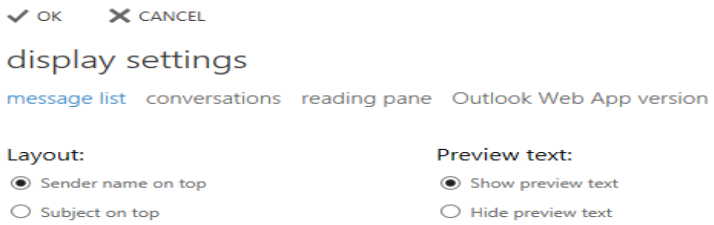
5.3.2 Display Settings

Go to settings and select Display setting



The Display setting window will open

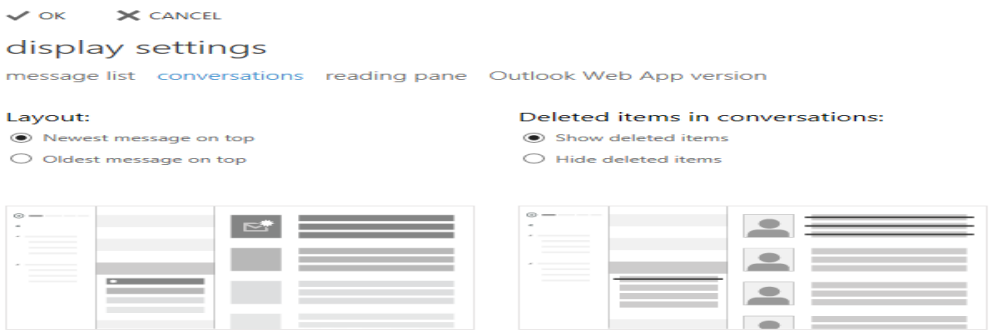
Message list



In the message list you can customise your layout and click on Ok to activate the setting

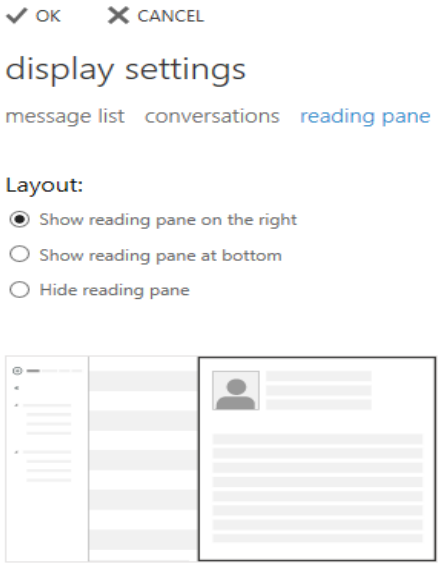
5.3.3 Conversations

Click on conversation and customise and click on OK



Reading pane

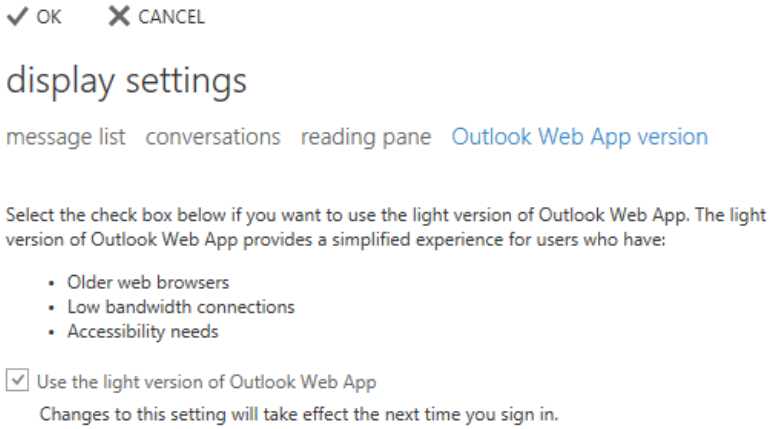
Click on reading pane and customise how you want your message to be displayed



click on OK

5.3.4 Change OWA version

Click on OWA version and check the use the light version of OWA

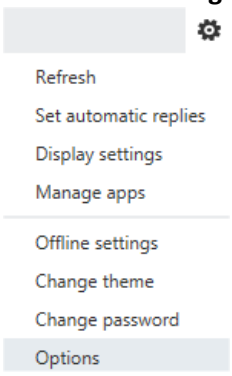

OK
CANCEL
display settings
message list
conversations
reading pane
Outlook Web App version
Select the check box below if you want to use the light version of Outlook Web App. The light version of Outlook Web App provides a simplified experience for users who have:
Older web browsers
Low bandwidth connections
Accessibility needs
Use the light version of Outlook Web App
Changes to this setting will take effect the next time you sign in.

Click on OK

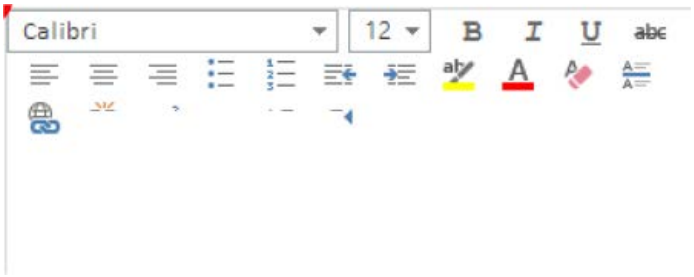
NOTE: TO ACTIVATE THE SETTINGS YOU NEED TO SIGN OUT AND CLOSE YOUR BROWSER.

5.3.5 Email Signature

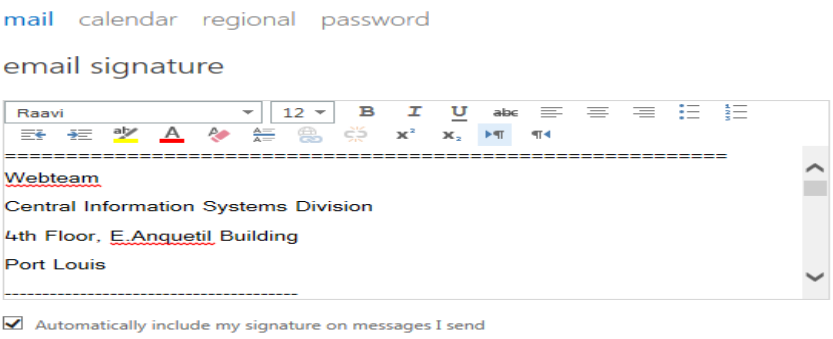
1. Click **Settings** ⚙ at the top right corner and then **Options**



Click **settings** on the left panel and then **mail** on the right top panel



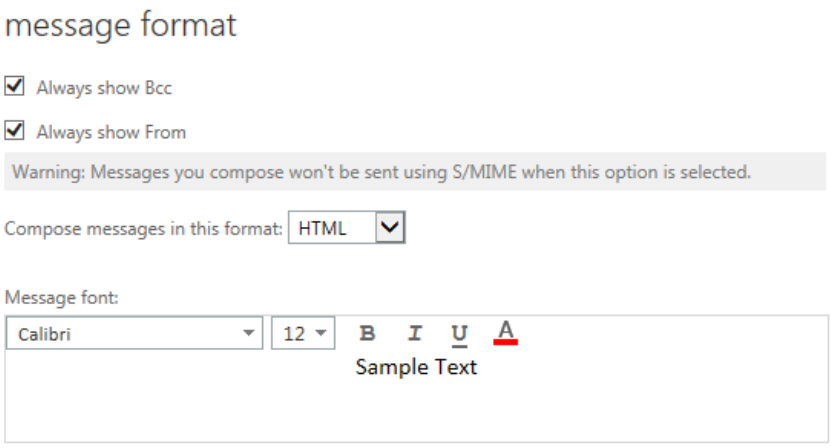
Under the **email signature**, enter your email signature. Your signature can be in HTML format, containing multiple lines and hyperlinks.



By default, your signature will only be applied when composing email. To add your signature when replying or forwarding, you could check "**Automatically include my signature on messages I send**".

5.3.6 Message Format

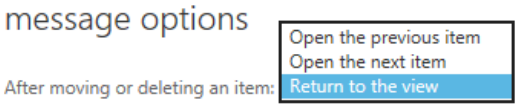
In the message format, you may select "Always show BCC or always show From



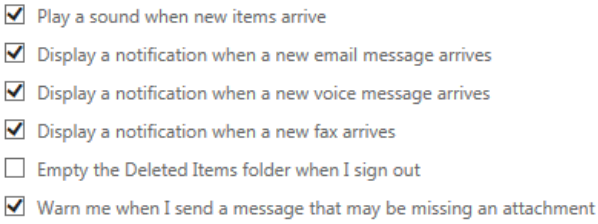
5.3.7 Message Option

You have numerous message options which you can select

After deleting or moving an item you may select how you want to move forward



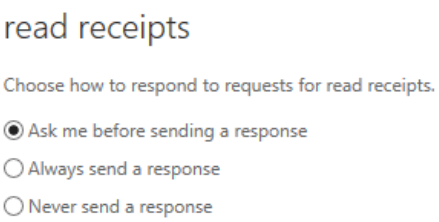
You may also select a sound when a new mail has come in


Play a sound when new items arrive
Display a notification when a new email message arrives
Display a notification when a new voice message arrives
Display a notification when a new fax arrives
Empty the Deleted Items folder when I sign out
Warn me when I send a message that may be missing an attachment

Click on save to save your changes

5.3.8 Read Receipts

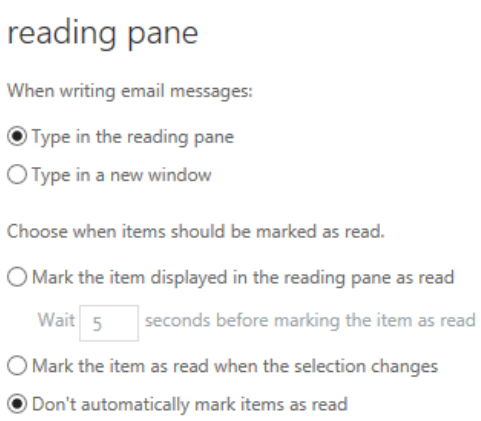
This option helps you to choose how to respond to requests for read receipts.


read receipts
Choose how to respond to requests for read receipts.
Ask me before sending a response
Always send a response
Never send a response

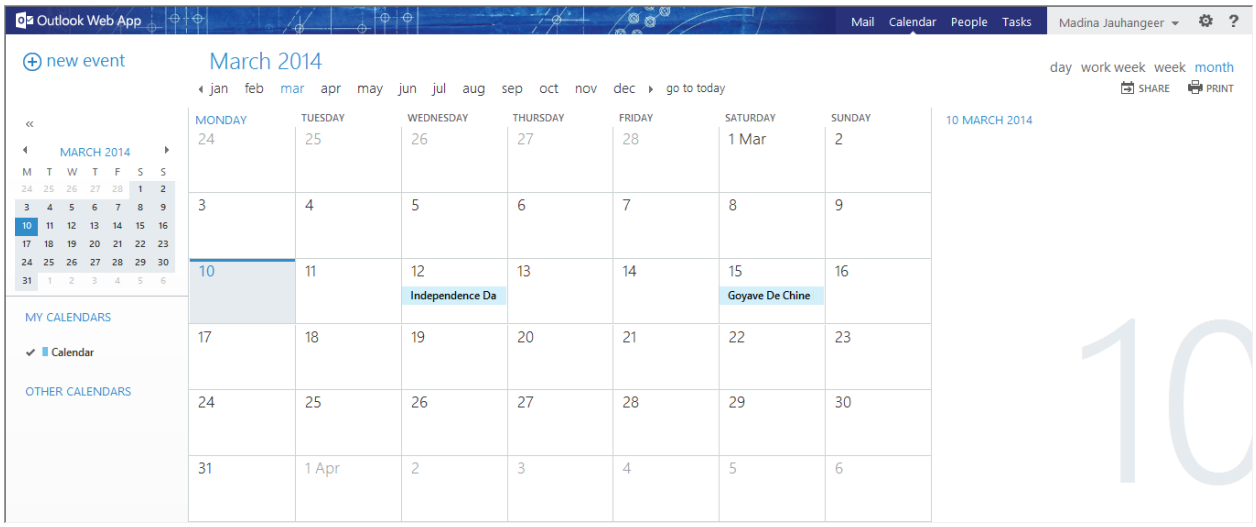
Reading pane

You can choose your own option when writing email messages:

If you want to have a new window or a reading pane

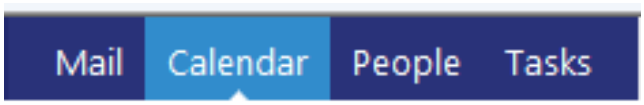

reading pane
When writing email messages:
Type in the reading pane
Type in a new window
Choose when items should be marked as read.
Mark the item displayed in the reading pane as read
Wait 5 seconds before marking the item as read
Mark the item as read when the selection changes
Don't automatically mark items as read

6. Calendar



6.1 Add New Event

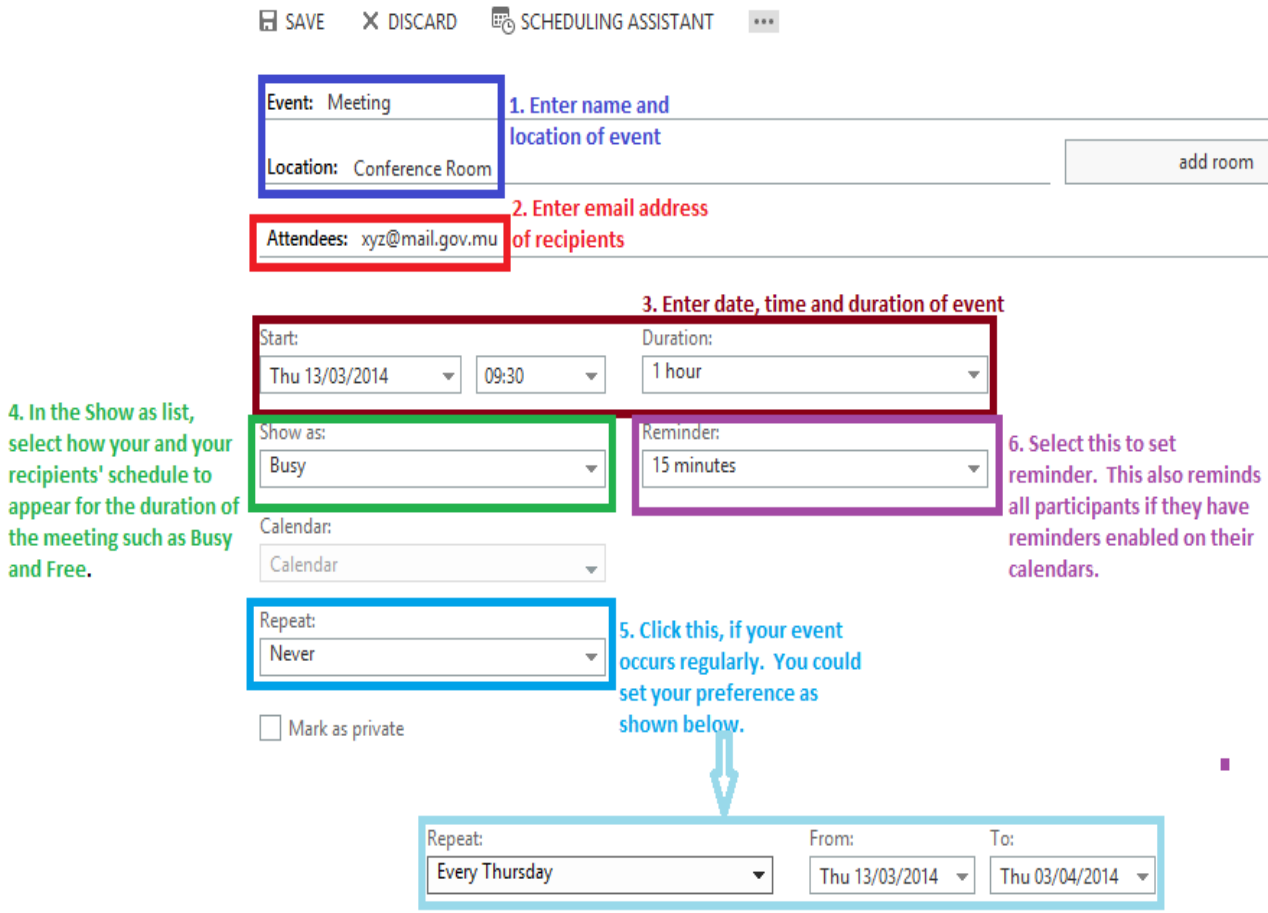
1. Click on “Calendar”



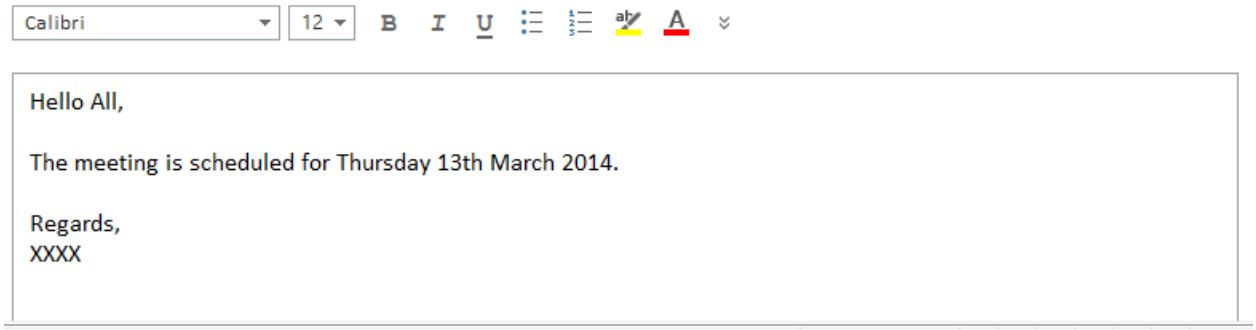
On the top right hand side, click day / work week / week / month to change calendar view.

2. Click on “+ event” found on the top left hand side

3. Fill in the event interface which will be shown.



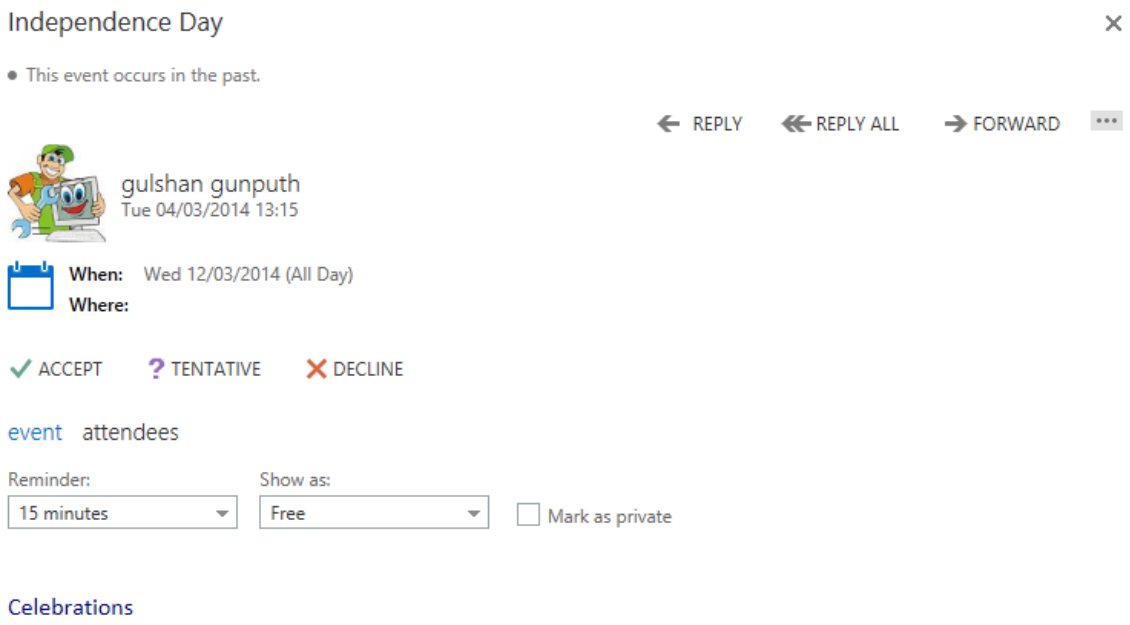
4. Add a message in the message text area.



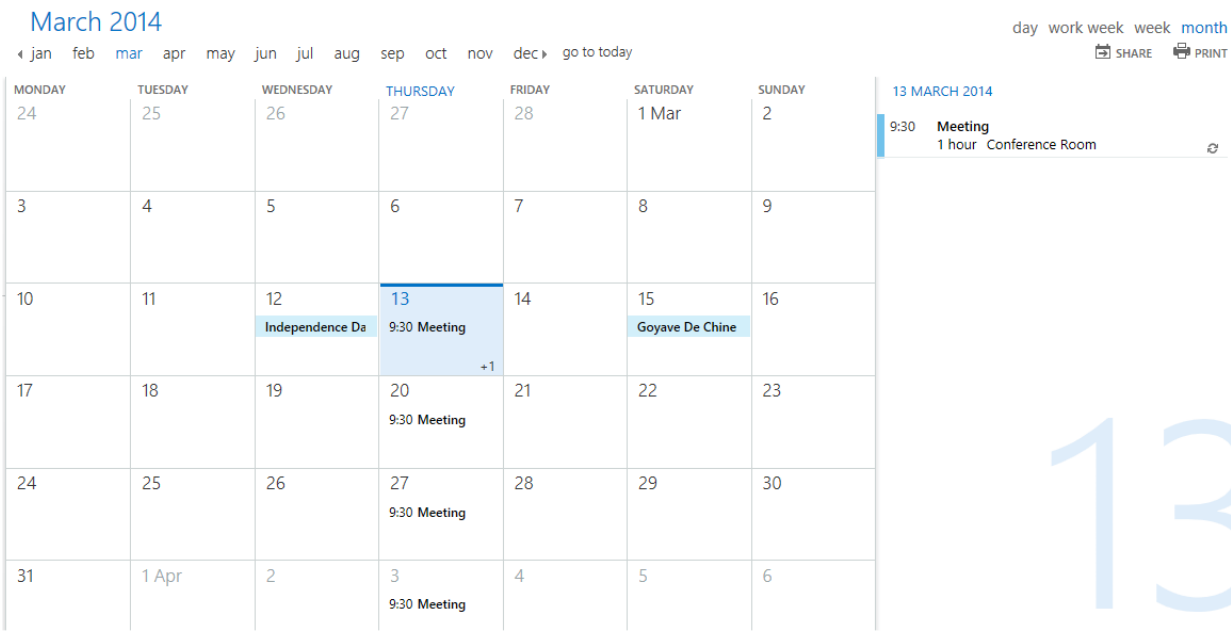
5. Click on “Save” .

The event is then sent to attendee(s), and added to your schedule.

6. **At Recipient's side:**
   The email of the meeting request at recipient's side is shown as follow. Recipient could choose from the option **ACCECPT**, **TENTATIVE** or **DECLINE**.



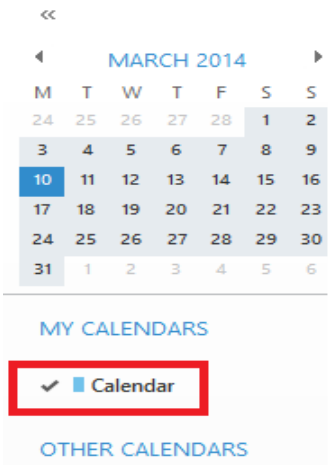
The event will then be added to the recipient's calendar with a reminder.


March 2014
jan feb mar apr may jun jul aug sep oct nov dec go to today
day work week week month
SHARE PRINT
MONDAY TUESDAY WEDNESDAY THURSDAY FRIDAY SATURDAY SUNDAY
24 25 26 27 28 1 Mar 2
3 4 5 6 7 8 9
10 11 12 13 14 15 16
17 18 19 20 21 22 23
24 25 26 27 28 29 30
31 1 Apr 2 3 4 5 6
Independence Da
Goyave De Chine
9:30 Meeting
13 MARCH 2014
9:30 Meeting
1 hour Conference Room
13

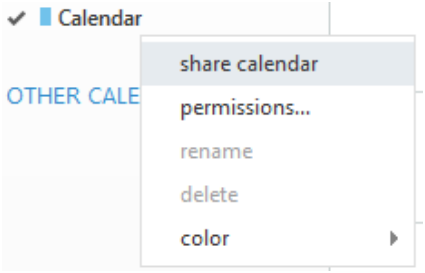
6.2 To Share Calendar

1. Click **Calendar** view

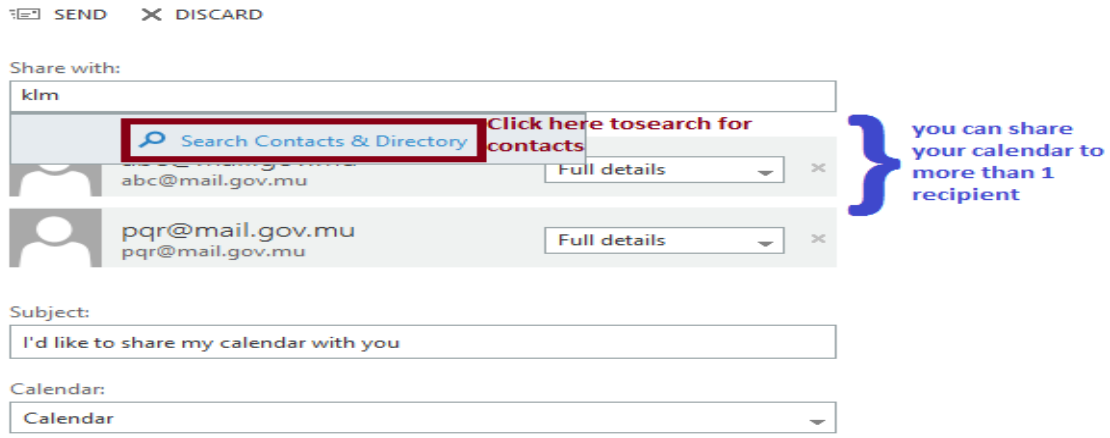
2. From the left hand side panel, select a calendar which you want to share, if there is more than one calendar.



3. Click "**SHARE"** on the top right hand side**:** SHARE or right click on the calendar and select **share calendar**



4. Under **Share with**, enter the name or email address of the people you want to share your calendar.

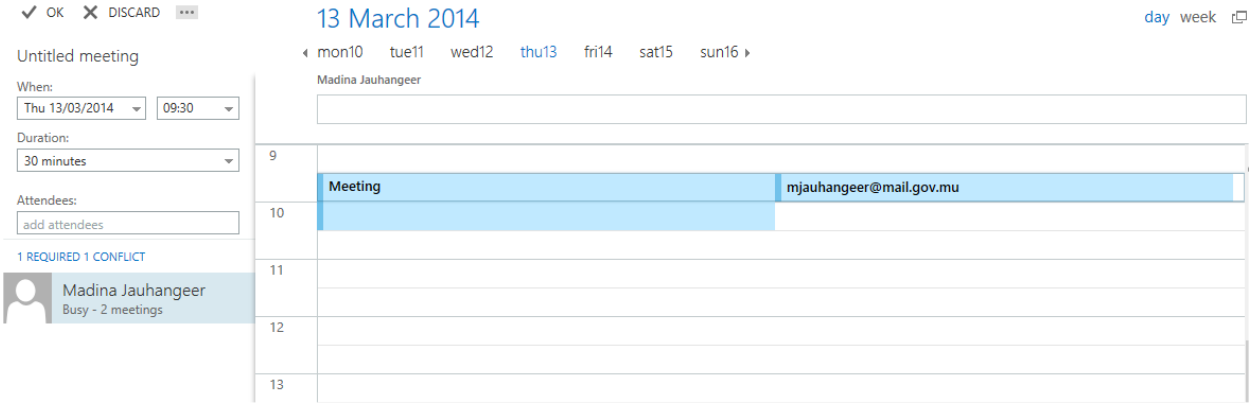


5. Click on Send on the top left corner.

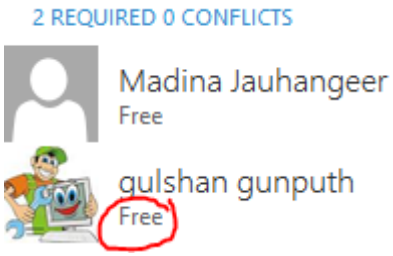
6.3 Scheduling Assistant: To check the availability of other staffs when organising an event

1. Click SCHEDULING ASSISTANT when creating a new event.

2. Information will be displayed



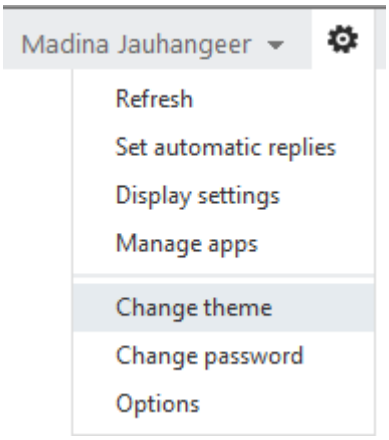
3. The availability of each attendee is displayed on the date and time of your event. To change the date and time, you could click on the grid directly.



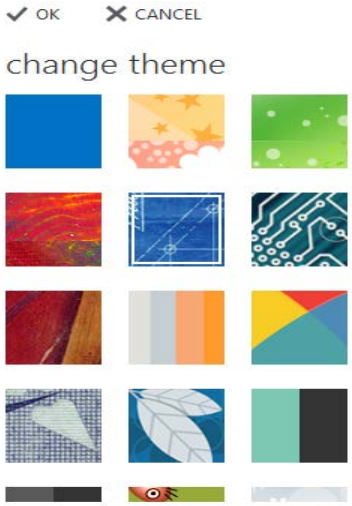
4. After verifying availability, click the **OK** at the left top corner to continue editing your event continuously.

7. Theme

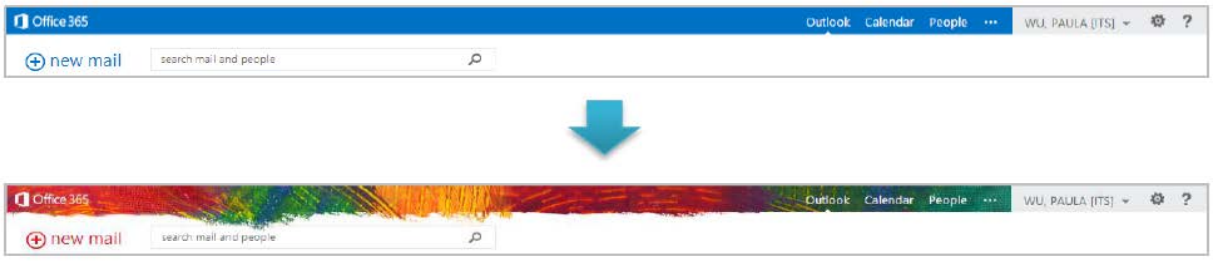
1. Click on “Settings” and then on “Change theme”.



2. Select a theme, and then click on OK.



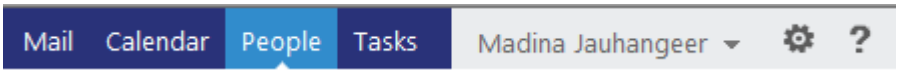
For example, we could change the default blue theme to another one.



8. Contacts

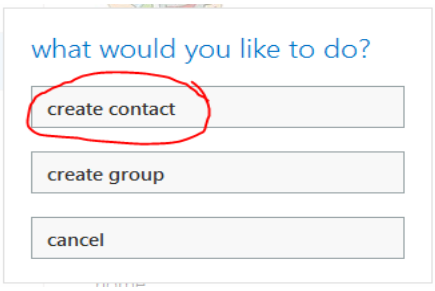
8.1 Creating a New Contact

1. Click on “People”.

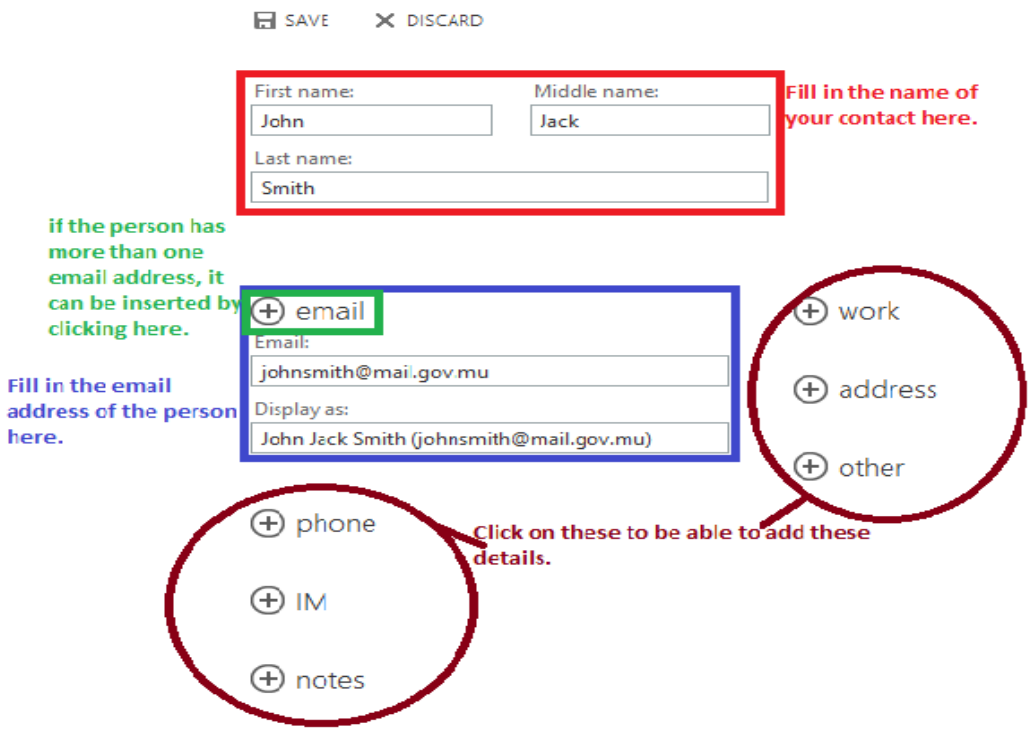


2. On the top left hand side click on
.

3. Select “create contact”.



4. Fill in the pop-up which appears as follows:



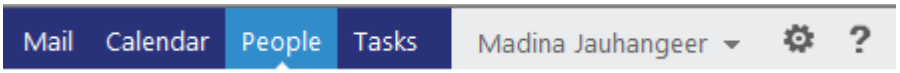
5. Click on “SAVE”. Your contact is now saved.

8.2 Edit a Contact

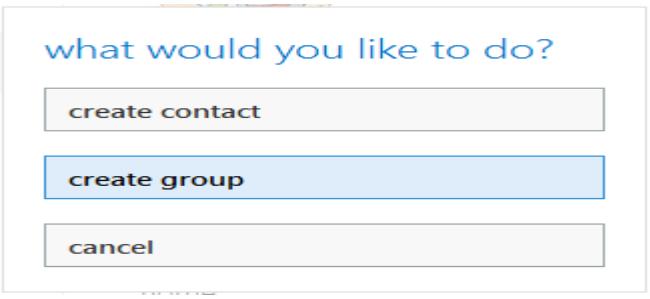
1. Click on the contact.
2. When details of the contact appears, click on the edit icon ( ) found on the top right hand side.
3. You can then start editing your contact.
4. Click on “SAVE”.

8.3 Creating a Group

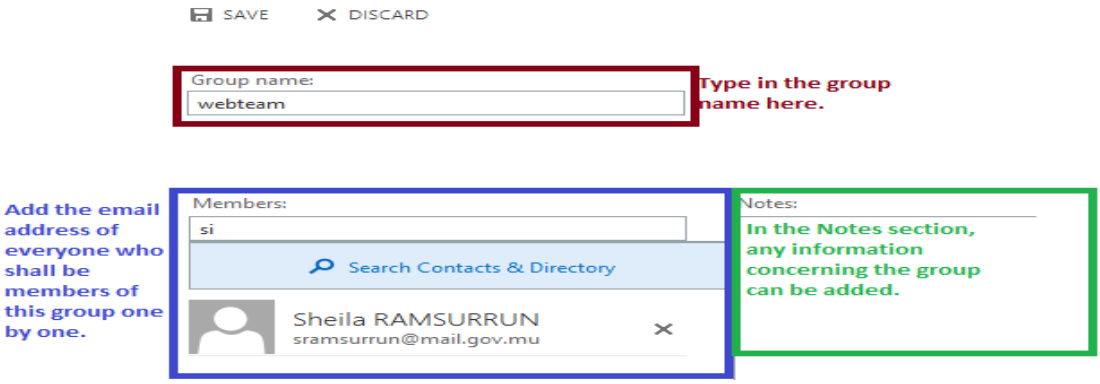
1. Click on “People”.



2. On the top left hand side click on new.
3. Select “create group”.

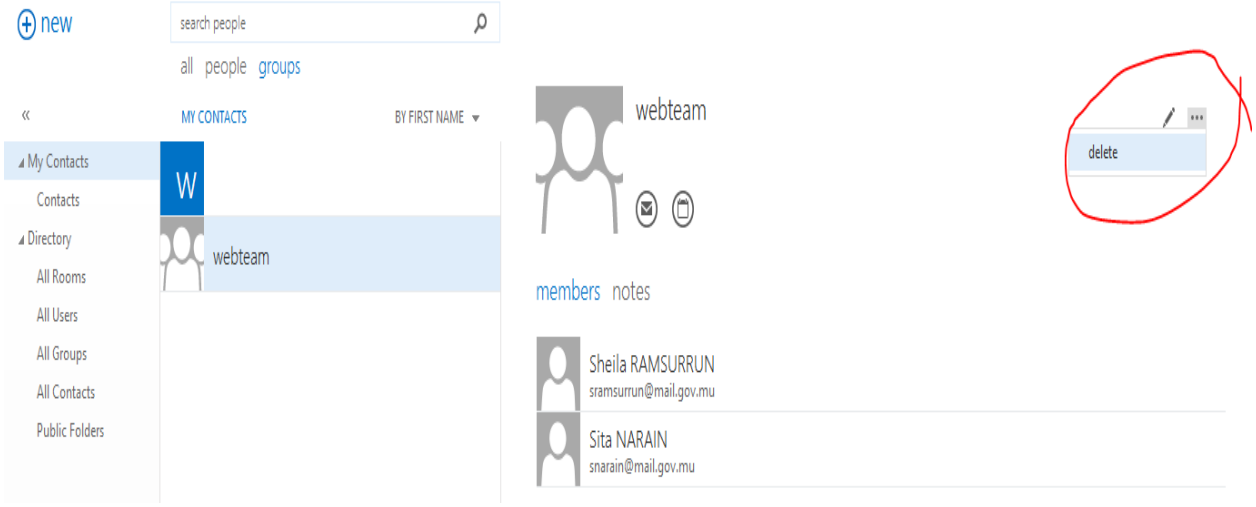


4. Fill in the pop-up window as follows:



5. Click on Save. Your group is now saved.

6. The group will be listed under “My Contacts”. To add or remove entries in the future, select the group in the list and then select “Edit” icon ( ).
7. To **delete** the group entirely from the list select the “...” to the right of and the delete option will appear.



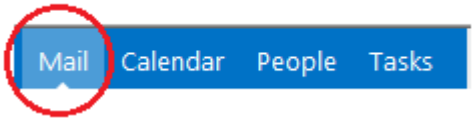
Or select the group in the list and press the delete key.

9. Folders

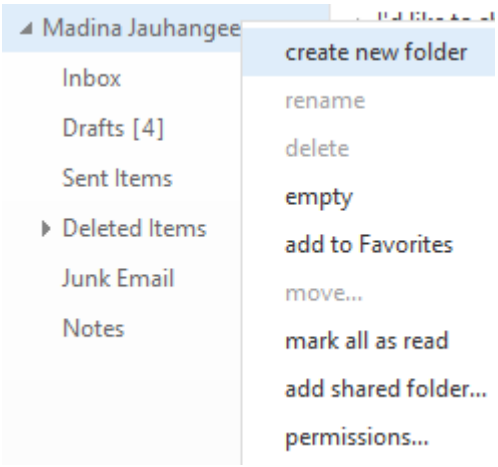
By default, messages that are sent to you are stored in your Inbox. But you can organize your messages into a hierarchical folder system and continue to adjust it as your needs change.

9.1 Create a New Mail Folder

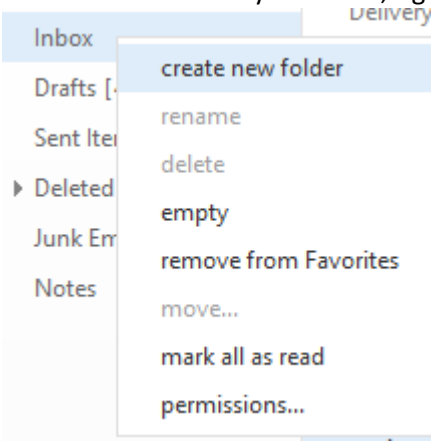
1. In the Navigation Pane, click **Mail** to view the list of all folders in your Inbox.



2. To create a new folder at the same level as your Inbox, right-click your name at the top of the folder list.



Subfolder: Right-click the folder in which you want to create a new folder. For example, to create a subfolder in your Inbox, right-click **Inbox**.

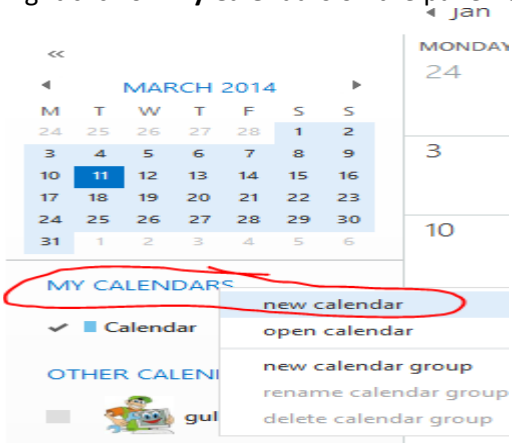


3. Click **Create New Folder**.
4. Type a name for your new folder.
5. Press ENTER to save your changes.

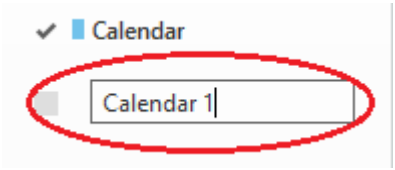
9.2 Create a New Calendar Folder

1. In the Navigation Pane, click **Calendar**.

2. Right click on **My Calendars** on the panel found on the left hand side. Click on **new calendar**.



3. Type a name for the new calendar.

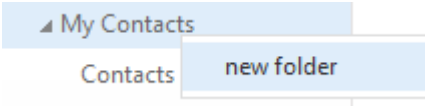


4. Press ENTER to save your changes.

9.3 Create a New Contacts Folder

1. In the Navigation Pane, click **People**.

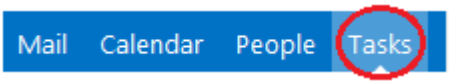
2. Right click on **My Contacts** on the panel found on the left hand side. Then click on **new folder.**



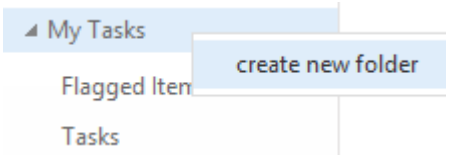
3. Type a name for the new contacts folder.
4. Press ENTER to save your changes.

9.4 Create a New Tasks Folder

1. In the Navigation Pane, click **Tasks**.



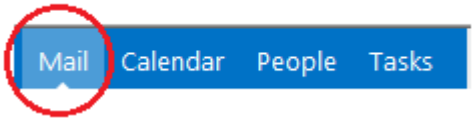
2. Right click on **My Tasks** on the panel found on the left hand side. Then click on **create new folder**.



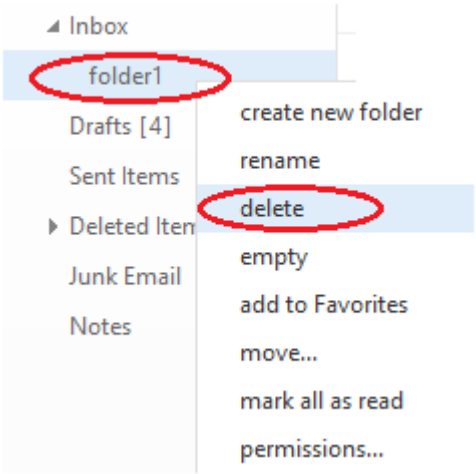
3. Type a name for the new tasks folder.
4. Press ENTER to save your changes.

9.5 Delete a Folder

1. In the Navigation Pane, click **Mail** to view the list of all folders in your mailbox.



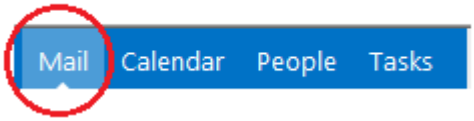
2. Right-click the folder you want to delete.



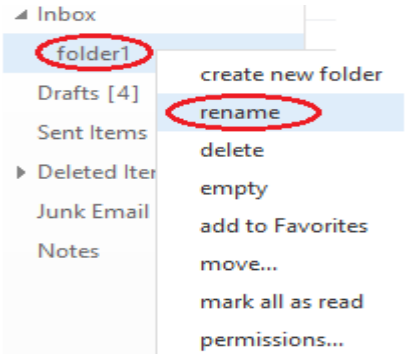
3. Click **delete** in the menu.

9.6 Rename a Folder

1. In the Navigation Pane, click **Mail** to view the list of all folders in your mailbox.



2. Right-click the folder you want to rename, and then click **rename**.



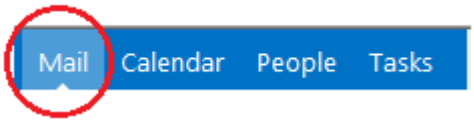
3. Type the new folder name, and then press ENTER.

9.7 Move a Folder

You can move or copy folders two different ways.

9.7.1 By dragging

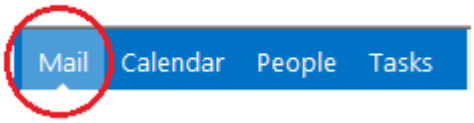
1. In the Navigation Pane, click **Mail** to view the list of all folders in your mailbox.



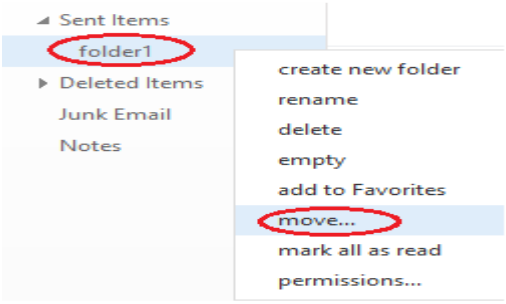
2. To move a folder, click and drag it to the location you want to move it to.

9.7.2 By using the right-click menu

1. In the Navigation Pane, click **Mail** to view the list of all folders in your mailbox.



2. Right-click the folder you want to move or copy, and then click **Move Folder** in the menu. A new window will appear that shows the folders you can move to.



3. Select the folder you want to move to, and then click **Move**.